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ABSTRACT

The KPI (Key Performance Indicators) Student Satisfaction Survey is a paper-based survey distributed to all students in Ontario's Colleges of Applied Arts and Technology. The results of the Sheridan College survey for 2001 are presented in this report. The student population at Sheridan for the winter 2001 survey was 9,134. A total of 6,566 surveys were returned, for a return rate of 72%. This report includes analyses at both the program level and the college level. Programs were grouped into five divisions: (1) Animation; (2) Arts & Design; (3) Business; (4) Community and Liberal Studies; and (5) Science and Technology, and Computing and Information Management. The survey asked 45 satisfaction questions. Six of the items had very high (80% or more) student satisfaction (which includes "satisfied" and "very satisfied" ratings). Highlights from student responses include the following: (1) student satisfaction rate was 86% for item 14, "Overall, your program is giving you knowledge and skills that will be useful in your future career"; (2) 81% of students indicated they were satisfied on item 15, "teachers' knowledge of their subjects"; and (3) 80% of students indicated teachers were up to date/current in their fields. Six of the survey items had very low (less than 50%) student satisfaction. Thirteen appendixes contain detailed data charts and tables on survey results. (NB)

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KPI
Student Satisfaction Survey
2001

Executive Summary Report

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Institutional Analysis
Sheridan College

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Introduction to Student Satisfaction Survey

- The student population at Sheridan College for the Winter 2001 survey was 9,134. An excellent return rate of 72% was achieved with 6,566 returned surveys. The College level results can be treated as accurate to within 1% at the 95% confidence level. Results at the Program level range significantly depending on the return rate – accuracy increases with a larger sample (number of surveys). A Program with 20 surveys out of 25 students would be accurate to within 5-10%, depending upon the result (e.g. satisfaction results at the high end or low end are statistically more accurate than are results around the 50% mark).
- Analyses in this report include those done at the College level and the Program level. Programs were grouped into five divisions for correlational analysis (i.e. Animation, Arts & Design, Business, Community & Liberal Studies, Science & Technology and Computing & Information Management).
- Throughout this report, the terms *satisfaction* and *satisfied* refer to 'Satisfied' plus 'Very Satisfied' student ratings combined, while *dissatisfaction* and *dissatisfied* refer to 'Dissatisfied' plus 'Very Dissatisfied' student ratings combined.
- Throughout this report, Sheridan College is referred to as the College.
- Appendices 1-4 provide relevant details of the comparison of College and Provincial average ratings in an easy-to-read, high-to-low table format.
- The tables in Appendices 5-8 provide relevant details of correlational analyses.
- The tables in Appendices 9-12 display results of the Top 20 and Bottom 20 Programs at the College.
- The table in Appendix 13 displays the relevant results of the Program-Semester analysis.

Summary of the Student Satisfaction Survey

- It should be noted that College satisfaction and dissatisfaction ratings were similar to those of the Province. In terms of satisfaction, only 4 of the 45 satisfaction questions in the survey were rated differently by 10% or more of the College's students versus students across the Province on average. In terms of dissatisfaction, four questions had a 10% or more difference in rating. These questions are:
  - Question 6 "Develops your writing skills" (10% lower satisfaction at the College than the Provincial average),
  - Question 27 "Library/Resource Centre" (17% lower satisfaction and 13% higher dissatisfaction at the College than the Provincial average),
  - Question 30 "Special Skills Services" (10% lower satisfaction at the College than the Provincial average), and
  - Question 40 "Financial Aid Services" (11% lower satisfaction at the College than the Provincial average).

- The following table shows the College and Provincial average satisfaction results (i.e. 'Satisfied' plus 'Very Satisfied') and the difference between the two for the KPI and the four Capstone survey questions. The KPI score is calculated as an average of the four Capstone questions. Note that the Capstone averages may be slightly different than the scores for the corresponding survey questions (e.g. Capstone Question 45 Provincial average is 67%, while it is 66% for Question 45). This is because in calculating the KPI and Capstone statistics, only those students who answered every Capstone question, and who were not first semester students were included in the calculations. The College's KPI and Capstone question results were all similar to those of the Province: 0% to 4% fewer students at the College than across the Province on average gave a satisfied rating.

KPI and Related Statistics	College Satisfaction	Province Satisfaction	Difference
KPI	**72%**	**75%**	**-3%**
Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career." (Section B)	86%	86%	0%
Capstone Question 26 "The OVERALL quality of the learning experiences in this Program." (Section C)	77%	79%	-2%
Capstone Question 44 "The OVERALL quality of facilities/resources in the College." (Section D)	64%	68%	-4%
Capstone Question 45 "The OVERALL quality of the services in the College." (Section D)	62%	67%	-5%

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Summary of the Student Satisfaction Survey

- Six of the 45 satisfaction questions from the Student Satisfaction Survey had very high (80% or more) student satisfaction at the College. These six questions were rated similarly at the Provincial level (0% to 3% below the Provincial average).
  - From Section B (Learning Experiences):
    - Question 3 "Provides you with skills and abilities specific to your chosen career" (86% of the College's students were "Satisfied");
    - Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career" (86%);
    - Question 4 "Includes topics relevant to your future success" (84%); and
    - Question 9 "Develops your ability to work with others" (82%).
  - From Section C (Teaching/Courses):
    - Question 15 "Teachers' knowledge of their subjects" (81% of the College's students were "Satisfied"); and
    - Question 16 "Teachers are up-to-date/current in their fields" (80%).
- These high ratings in the Learning Experiences and Teaching/Courses sections are a positive indication that the College is providing students with marketable knowledge and skills that are relevant and up-to-date.
- The high level of student satisfaction in Capstone Question 14 directly affects the College's KPI score in a positive manner since it is calculated as an average of the four Capstone questions. In addition, the high student satisfaction in Questions 3 and 4 has a positive effect on Capstone Question 14, because Questions 3 and 4 were found to be the most strongly correlated to the Capstone question. In fact, Question 3 was found to have one of the strongest correlational relationship in the entire survey. Questions 15 and 16 were found to have a 'Very Strong' correlation with Capstone Question 26 "The OVERALL quality of the learning experiences in this program."
- Six of the 45 survey questions had very low (less than 50%) student satisfaction at the College. These six questions were rated lower at the College than the Provincial average (4% to 17% lower). Most of these were from the Facilities/Resources & Services section of the survey. These low ratings give a good indication where the College needs to improve.
  - From Section B (Learning Experiences):
    - Question 6 "Develops your writing skills" had 46% student satisfaction, which was 10% lower than the Provincial average result. This question had 16% dissatisfaction at the College.
  - From Section C (Teaching/Courses):
    - Question 19 "Feedback about your progress" had 47% student satisfaction, which was 7% lower than the Provincial average result. This question had 24% dissatisfaction at the College.

Summary of the Student Satisfaction Survey

- From Section D (Facilities/Resources and Services):
  - Question 27 "Library/Resource Centre" had 45% student satisfaction, which was 17% lower than the Provincial average result. This question had 26% dissatisfaction.
  - Question 30 "Special Skills Services" had 47% student satisfaction, which was 10% lower than the Provincial average result. This question had 13% dissatisfaction. (Note that 86% of the students did not use this service.)
  - Question 34 "Bookstore" had 47% student satisfaction, which was 4% lower than the Provincial average result. This question had 30% dissatisfaction, which is the highest level of dissatisfaction of any question in the survey at this College.
  - Question 36 "Registration/Records Services" had 45% student satisfaction, which was 7% lower than the Provincial average result. This question had 22% dissatisfaction.

- In general, the College is performing below the Provincial average in terms of student satisfaction. Only three of the 45 satisfaction questions had slightly higher ratings at the College than the corresponding Provincial averages. These are Question 11 "Develops your computer skills" (2% higher), Question 37 "Health Services" (1% higher) and Question 38 "Cafeteria/Food Services" (3% higher). Four questions were rated the same and the rest of the questions were rated lower at the College than the Provincial average (up to 17% lower). The questions where the College performance is 10% or more below the Provincial satisfaction average are:
  - Question 6 "Develops your writing skills" (10% lower – 46% versus 56%)
  - Question 27 "Library/Resource Centre" (17% lower – 45% versus 62%)
  - Question 30 "Special Skills Services" (10% lower – 47% versus 57%)
  - Question 40 "Financial Aid Services" (11% lower – 50% versus 61%)

- In particular, in the area of Teaching/Courses, the College is performing below the Provincial average: all 12 questions in this section had lower satisfaction ratings than the corresponding Provincial results (from 2% to 9% lower). Fewer than 60% of students were satisfied with 5 of the 12 questions in this section, and one question had less than 50% student satisfaction. Eight of the 12 questions had over 10% dissatisfaction ratings.

Summary of the Student Satisfaction Survey

- In general, Facilities/Resources and Services is in need of improvement. With the exception of the questions on "Health Services" and "Cafeteria/Food Services", all 19 questions in this section had lower satisfaction scores at the College than across the Province on average (from 2% to 17% lower), and the dissatisfaction ratings were higher (from 1% to 13% higher). Student satisfaction was moderate to low in these areas, ranging from 45% to 63% for all but one question. Only "Health Services" had a satisfaction rating of 70%. Fourteen of the 19 questions had less than 60% student satisfaction, and in four of these, fewer than half the students were satisfied at the College. It should be noted, however, that many of these facilities and services are used by only a segment of the College's student population.

- In the section of this report called "College Strengths & Areas for Improvement", Student Satisfaction ratings for the College were analyzed and compared with the Provincial average results for the KPI and Capstone questions as well as for all of the individual survey questions. In Section B, Learning Experiences, Section C, Teaching/Courses, and Section E, Overall College Experience/Staff Concern, College Strengths were considered to be questions for which 75% or more of the College's students gave a satisfied rating. Because of lower Provincial results in Section D, Facilities/Resources and Services, College Strengths were considered to be where 60% or more students were satisfied at the College and the College's average rating for the question was higher than the Provincial average result for that question. Areas for Improvement were considered to be survey questions where over 15% of the College's students gave a dissatisfied rating. Appendices 1-4 provide a full comparison of College and Provincial average results in an easy-to-read, high-to-low table format for Sections B, C, D and E of the survey.

- Trend analysis indicated that student satisfaction in all four Capstone questions has increased by 5% to 8% since the 1999 survey. The KPI score has therefore increased by 5% over this time. The largest increases in student satisfaction occurred between the 2000 and 2001 surveys.

- Seventy-three percent of the College's students indicated that they are satisfied with Question 47 "Your overall College experience." This is an 8% increase since the 2000 survey (this question was not asked in the 1999 survey).

- Trend analysis also indicated that the make-up of the College's student population has remained quite stable over the three survey periods, with all demographic questions having results that are 3% or less different between 1999 and 2001.

Summary of the Student Satisfaction Survey

- The questions that have the strongest correlational relationships with the Learning Experiences Capstone Question 14 "OVERALL your Program is giving you knowledge and skills that will be useful in your future career" are ones that are most specifically concerned with a student's future career. For example, Question 3 "Provides you with skills and abilities specific to your chosen career", Question 4 "Includes topics relevant to your future" and Question 5 "Has teachers who help you to understand your chosen career". At the College level, questions on general skills, such as Question 10 "Develops your ability to solve problems" are more strongly related than are questions that deal with specific skills, such as speaking, writing, math and computer skills.
- The questions that have the strongest correlational relationship with the Teaching/Courses Capstone Question 26 "The OVERALL quality of the learning experiences in this Program" are the ones most directly related to classroom learning and quality of teaching. For example, Question 20 "Quality of classroom learning", and Question 17 "Teachers' presentation of the subject material".
- Question 43 "Comfort/Cleanliness/Accessibility of facilities" had a 'Very Strong' correlational relationship with both of the Facilities/Resources and Services Capstone questions (Questions 44 "The OVERALL quality of the facilities/resources in the college" and 45 "The OVERALL quality of the facilities/resources/services in the College"). Student satisfaction with Question 43 was moderate – only 61% of the College's students were satisfied, while 16% were dissatisfied.
- Concern of staff at the College is an important factor for a student's overall College experience, and correlational analysis indicates that it has an impact on many individual questions in the survey, as well as having an impact on the KPI and Capstone questions. Therefore, the attitude that is conveyed by staff to students should be addressed, for at the College level, only 56% of students rated Question 46 "The concern of people at this College for your success" as satisfactory, while 14% were dissatisfied. On a positive note, the proportion of students who are satisfied in this question has increased by 4% between the 1999 and 2001 surveys.
- In the process of correlation analysis, a consistent pattern was noticeable at the College level where students in Year 1 semester 2 were more satisfied than were students in Year 2. Year 3 students were the least satisfied. This means that as students progress through their Program, they become less satisfied with the life skills and job skills and abilities that the Program is providing them.

Summary of the Student Satisfaction Survey

- The College's Top 10 Programs (presented in high-to-low order by KPI score) are listed below along with their KPI score. Note that there are actually 11 Programs listed because there was a tie for 10th place in terms of KPI score. KPI scores for these Programs were all very high – over 90%.

Crafts & Design – Ceramics 4090	100%
Chem Eng Techy Env Co-op 5821	100%
Esthetician 1340	99%
Montessori EC Teacher Ed. 1198	99%
Human Services Admin DE 1571	95%
Human Kinetics/Sports Inj Mgmt 1912	93%
Chemical Techn – Laboratory 5210	93%
Chemical Engineering Techy 5460	92%
Educational Assistant 1500	91%
Pharmacy Assistant Co-op 1915	91%
Chem Eng Techy Env 5891	91%

- Two Programs had outstanding results, with 100% student satisfaction in all four Capstone questions and subsequently a 100% KPI score. These are Crafts & Design – Ceramics 4090, which had 13 surveys that were KPI eligible, and Chem Eng Techy Env Co-op 5821, which had 5 surveys that were KPI eligible.

- It appears that student satisfaction is very high in the Chemical Engineering Programs, as three of the Top 11 Programs were Chemical Engineering Techy Programs and one was the Chemical Technician Program.

Summary of the Student Satisfaction Survey

- The College's Bottom 10 Programs (presented in high-to-low order by KPI score) are listed below along with their KPI score. Again, note that there are actually 11 Programs listed because there was a tie in terms of KPI score. KPI scores for these Programs ranged from a low of 38% up to 56%. The KPI Bottom 10 average was only 51%. In most cases, the KPI score is brought down by very low student satisfaction in the areas of Quality of Facilities/Resources and Services.

Electronics Engineering Techy 5120	56%
Community Outreach & Develop 1001	56%
Business – General 2150	56%
Electronics Eng Techy Co-op 5300	55%
Electromechanical Eng Techy 5012	54%
Social Service Worker 1150	52%
Telecommunications Management 3410	50%
Quality Assur Mfg & Mgt Co-op 5113	50%
Marketing Management Co-op 2016	46%
Systems Analyst – DE Co-op E213	43%
Corporate Communications Co-op 2019	38%

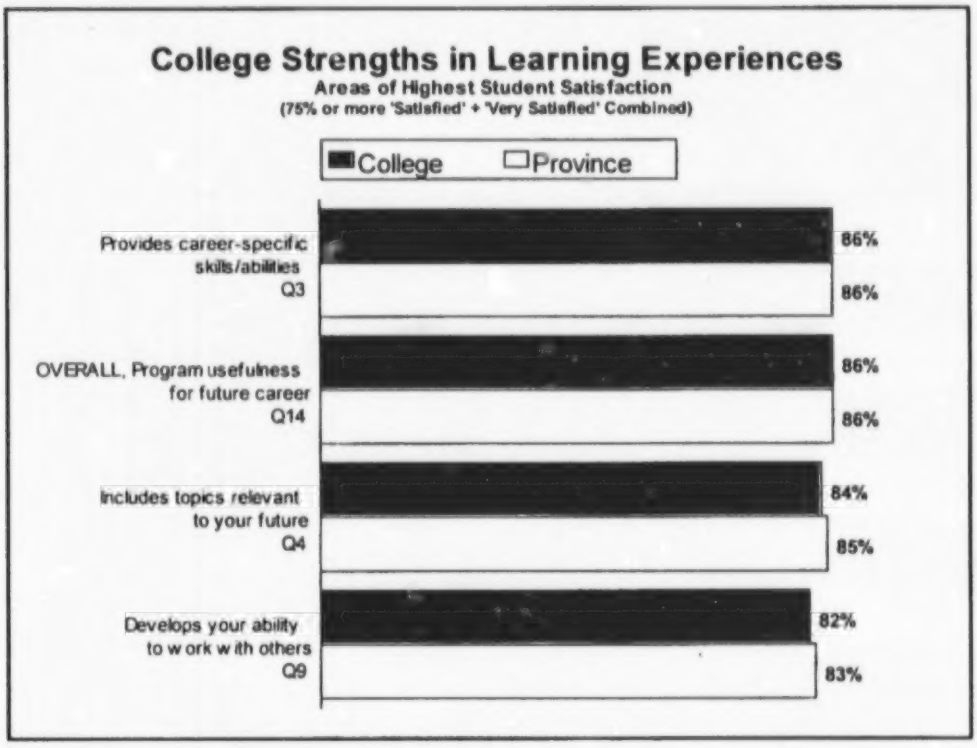
- It appears that student satisfaction is low in the Electronics Engineering and Electromechanical Engineering Programs, as 5 of these were included in the Bottom 20 Programs, and 3 of them were included in the Bottom 10 Programs.

- Four Programs had less than 50% student satisfaction in 3 of the 4 Capstone questions. These are Electronics Eng Techy Co-op 5300, Marketing Management Co-op 2016, Systems Analyst-DE Co-op E213, and Corporate Communications Co-op 2019.

College Strengths & Areas for Improvement

COLLEGE STRENGTHS In Learning Experiences

- Four out of the 12 questions in Section B of the survey were rated as satisfactory by 75% or more of the College's students. The chart below presents a comparison of the College's ratings and the Provincial ratings for these four questions. (See Appendix 1, Table 1 for more details.)



- In addition to the fact that over 80% of the College's students were satisfied with these areas, these 4 questions had ratings which were very similar to the average Provincial ratings (within 1%) and all had low dissatisfaction ratings (4%) which were also within 1% of Provincial dissatisfaction ratings.
- College dissatisfaction scores for 11 of the 12 questions in this Section of the survey were the same as or very similar to the corresponding Provincial average results (0%-2% difference). (The only exception is Question 6 "Develops your writing skills" which had a 4% higher dissatisfaction rating).

College Strengths & Areas for Improvement

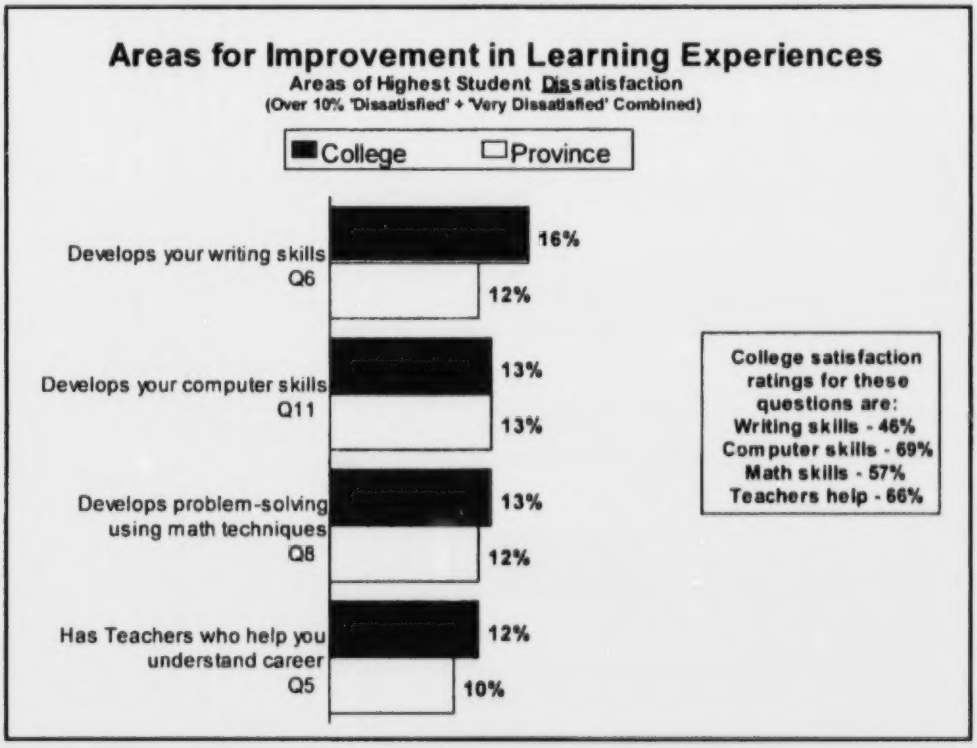
COLLEGE STRENGTHS In Learning Experiences Continued

- One of the most highly rated questions in this section of the survey was the Capstone Question 14 "OVERALL your Program is giving you knowledge and skills that will be useful in your future career." This is a strong point, as this high rating directly affects the overall KPI score. In addition, Question 3, "Provides you with skills and abilities specific to your chosen career" and Question 4 "Includes topics relevant to your future success" are the most strongly correlated with this Capstone question, and the correlations are considered to be 'Very Strong'. This means that if a student is satisfied in Questions 3 and 4, there is statistically a strong chance that that he/she will give a satisfied rating in the Capstone question. (See Appendix 5 for details.)

College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Learning Experiences

- Only one of the twelve questions in the Learning Experiences section of the survey had 15% or more student dissatisfaction at the College. This was Question 6 "Develops your writing skills". However, a substantial proportion of students was dissatisfied (more than 10%) with three other questions in this section. Therefore, the chart below shows the College and Provincial dissatisfaction averages for these four questions. The College's dissatisfaction ratings for the other questions in this section of the survey ranged from 4% to 10%. All of the College's dissatisfaction ratings for questions in this section were within 2% of the Provincial dissatisfaction averages, except for Question 6. See Appendix 1, Table 2 for details.



- It should be noted that 27% of the College's students considered math skills (Q8) as 'Not Applicable' while 11%-12% considered writing skills (Q6) and computer skills (Q11) as 'Not Applicable'. The other 9 questions in this section were applicable to 91% to 100% of students.

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College Strengths & Areas for Improvement

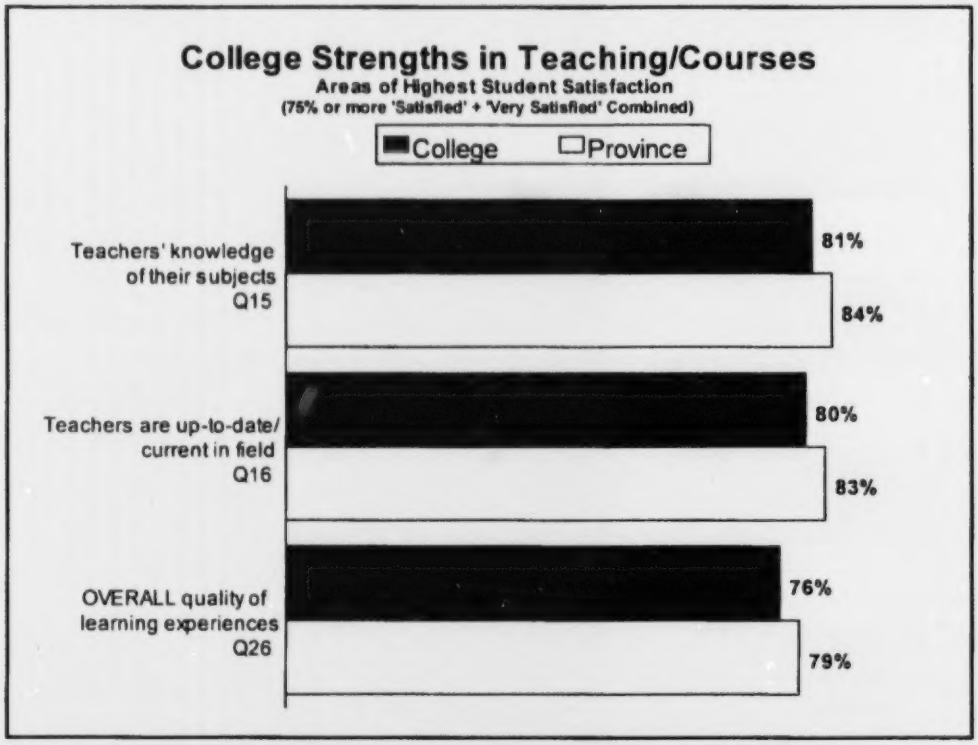
AREAS FOR IMPROVEMENT In Learning Experiences Continued

- Question 5 "Has Teachers who help you to understand your chosen career" has a 'Strong' correlational relationship with Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career". The rest of the questions presented in the previous chart (Q6, Q8, Q11) have 'Moderate/Weak' correlations with the Capstone question.
- Question 5 "Has Teachers who help you to understand your chosen career" had a satisfaction rating that was 6% below the Provincial rating (66% versus 72%). The dissatisfaction rating of 12% was slightly higher than the Provincial average of 10%.
- Question 6 "Develops your writing skills" was the lowest rated question in this section of the survey in terms of satisfaction. Fewer than half of the students were satisfied. The rating of 46% is 10% below the Provincial satisfaction average result of 56%. On average, 4% percent more students at the College were dissatisfied with this question than across the Province (16% versus 12% dissatisfaction).
- Question 8 "Develops your ability to solve problems using math techniques" was the second-lowest rated question in this section, with only 57% of students being satisfied. This is 5% below the Provincial average result of 63%. However the dissatisfaction rating of 13% is about the same as the Provincial average of 12%.
- The dissatisfaction rating for Question 11 "Develops your computer skills" was the same as the Provincial average of 13%. A moderate proportion of students were satisfied with this question; the rating of 69% is slightly higher than the Provincial satisfaction average of 67% for this question.

College Strengths & Areas for Improvement

COLLEGE STRENGTHS In Teaching /Courses

- Three out of the 12 questions in Section B of the survey were rated as satisfactory by 75% or more of the College's students. The chart below presents a comparison of the College's ratings and the Provincial ratings for these three questions. (See Appendix 2, Table 1 for more details.) These three questions are applicable to all of the College's students.



- One of the most highly rated questions in this section of the survey was the Capstone Question 26 "The OVERALL quality of the learning experiences in this Program." This is a strong point, as this high rating directly affects the overall KPI score. In addition, Question 15 "Teachers' knowledge of their subjects" and Question 16 "Teachers are up-to-date/current in their fields" have 'Very Strong' correlations with Capstone Question 26 and therefore have a good probability of affecting the KPI score in a positive manner.

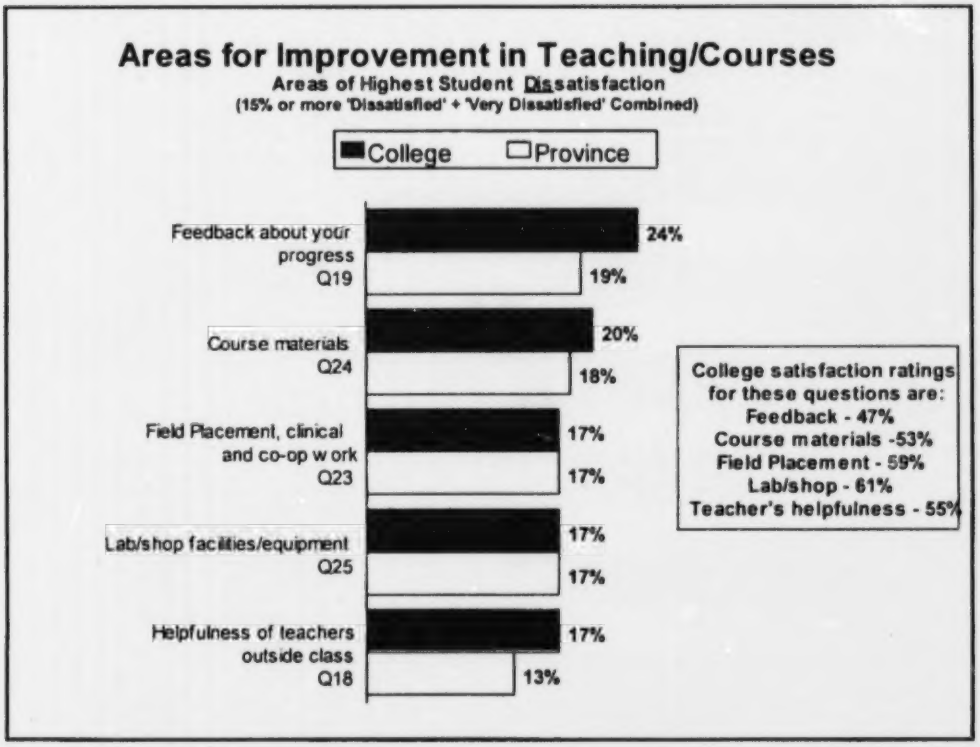
- In addition to the fact that over three-quarters of the College's students were satisfied with these areas, these three questions had relatively low dissatisfaction ratings (5%-6%, compared to the range of 9% to 24% for the other questions in Section C). The satisfaction ratings for these three questions are within 3% of the Provincial averages.

College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Teaching/Courses

- In the area of Teaching/Courses, the College is performing below the Provincial average: all 12 questions in this section had lower satisfaction ratings than the corresponding Provincial results (from 2% to 7% lower). Fewer than 60% of students were satisfied with 5 of the 12 questions in this section, and one question had less than 50% student satisfaction. Eight of the 12 questions had over 10% dissatisfaction ratings. (See Appendix 2, Tables 2 for full details.) All 12 questions in this section had 'Strong' to 'Very Strong' correlations with Capstone Question 26 "The OVERALL quality of the learning experiences in this Program".

- The chart below shows the 5 areas out of the 12 in Section C that had dissatisfaction ratings of 15% or higher.



- It should be noted that 37% of the College's students said that Question 23 "Field placement, clinical experiences and co-op work terms" was 'Not Applicable' to them, and 19% said the same of Question 25 "Lab/shop facilities/equipment". The other three questions presented in the chart (Q18, Q19 and Q24) were applicable to almost all of the College's students (98%-99%). (See Appendix 2, Table 2.)

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College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Teaching/Courses Continued

- Question 19 "Feedback about your progress" had the lowest student satisfaction rating in this section of the survey. Fewer than half of the students surveyed gave a satisfied rating. At 47%, the satisfaction rating for this question is 7% below the Provincial average of 54%. This question had the highest dissatisfaction rating in this section, which was 5% higher than the Provincial dissatisfaction rating (24% versus 19%).

- Question 24 "Course materials" had a low satisfaction rating of 53%, which was 6% lower than the Provincial average of 59%. Question 18 "Helpfulness of teachers outside of class" had a rating of 55%, which was 9% lower than the Provincial average of 64%. Question 23 "Field placement, clinical experiences and co-op work terms" had a rating of 59%, which was 3% below the Provincial average of 62%. While Question 22 "Quality of other learning experiences" is not on the chart, it also had a low rating of 56%, which was 3% below the Provincial rating of 59%.

- While Question 20 "Quality of classroom learning" was not included in the chart, a substantial proportion of students were dissatisfied with it (12%). This question had the strongest correlational relationship with the related Capstone question. Three percent fewer students at the College than across the Province on average were satisfied with Question 20 (64% versus 67%). One of the other questions that had a substantial proportion of dissatisfied students (13%) and which had a 'Very Strong' correlation with the Capstone question was Question 17 "Teachers' presentation of the subject material". This question had a 63% satisfaction rating at the College, which was 4% below the Provincial average of 67%. Dissatisfaction ratings for Questions 20 and 17 were about the same as the Provincial ratings (within 1%).

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College Strengths & Areas for Improvement

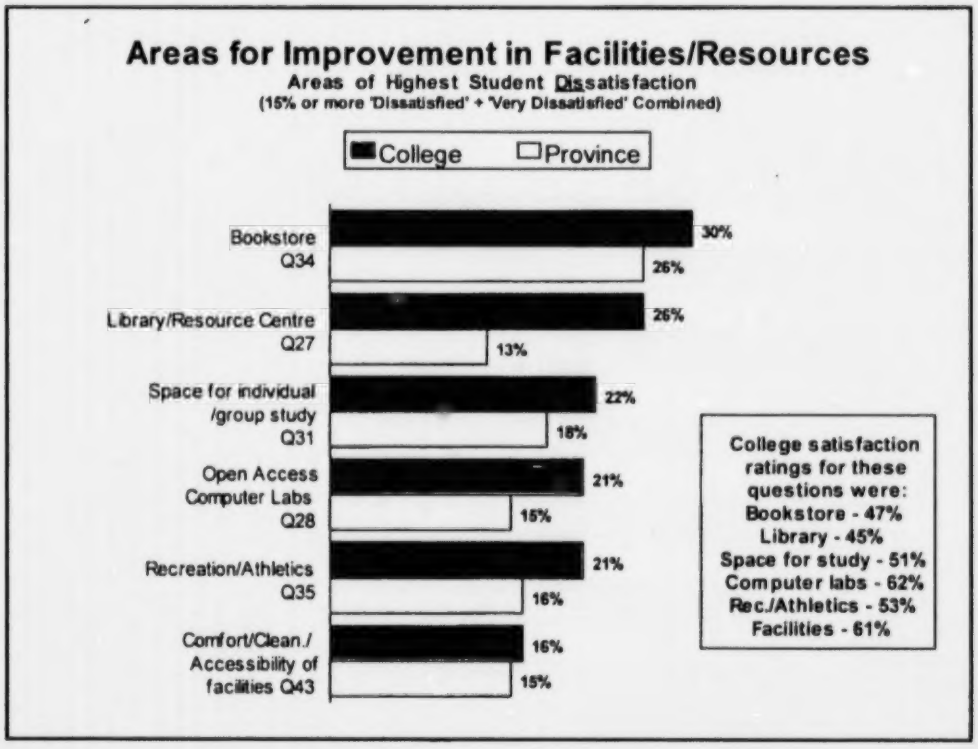
COLLEGE STRENGTHS In Facilities/Resources

- The criteria to be included as a "College Strength" in the areas of Facilities/Resources and Services are that the question has a satisfaction rating of 60% or more, *and* the rating is higher than the Provincial rating. While three questions in the area of Facilities/Resources do have over 60% student satisfaction, they are all rated lower (2% to 6% lower) than the corresponding Provincial averages. These are:
  - Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" (63% College satisfaction versus 67% Provincial average),
  - Question 28 "Open Access Computer Labs/Resources" (62% College satisfaction versus 68% Provincial average), and
  - Question 43 "Comfort/Cleanliness/Accessibility of facilities" (61% College satisfaction versus 63% Provincial average).
- The fact that the Capstone Question 44 was the highest rated question in this section is positive, as this relatively high rating directly affects the KPI score. In addition, Question 43 had the strongest correlation with Capstone Question 44 "The OVERALL quality of the facilities/resources in the college" and Capstone Question 45 "The OVERALL quality of the services in the College", with a 'Very Strong' relationship in both cases. Question 28 was found to have a 'Strong' correlation with both Capstone questions. It should be noted, however, that Questions 43 and 28 both had relatively high dissatisfaction ratings (16% and 21% respectively).

College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Facilities/Resources

- In the area of Facilities/Resources, the College is performing below the Provincial average. All 7 questions in that part of Section D which dealt with Facilities and Resources had lower satisfaction ratings than the corresponding Provincial results (from 2% to 17% lower), and all of the questions had higher dissatisfaction ratings (from 1% to 13% higher). Dissatisfaction ratings for the questions in this section were all over 10%, ranging from 11% to 30% dissatisfaction.
- The chart below shows the 6 out of 7 questions in Facilities/Resources. These 6 had dissatisfaction ratings of 15% or higher. The only question from this section which is not included in the chart is Capstone Question 44 "The OVERALL quality of the facilities/resources in the College". It had a dissatisfaction rating of 11%, which was about the same as the Provincial dissatisfaction rating of 10%. (See Appendix 3, Table 2 for more detail.)



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College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Facilities/Resources Continued

- Question 34 "Bookstore" had the highest dissatisfaction rating and the second lowest satisfaction rating in the Facilities/Resources section of the survey. Only 47% of the College's students were satisfied, while 30% were dissatisfied. The dissatisfaction rating is 4% higher than the Provincial average and the satisfaction rating is 4% below the Provincial average. Almost all of the College's students who were surveyed indicated that they did use this Facility/Resource (97%). This question had a 'Moderate/Weak' correlation to Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" and had a 'Strong' correlation with Capstone Question 45 "The OVERALL quality of the services in the College."

- Student satisfaction in the area of Question 27 "Library/Resource Centre" at the College is well below the Provincial average. The satisfaction rating was among the lowest in the entire survey, and was 17% below the Provincial rating (45% versus 62%). Twenty-six percent of the College's students are dissatisfied with this resource, which is double the Provincial dissatisfaction rating of 13%. Eighty percent of the College's students used this resource. It was found to have a 'Strong' correlation with both Capstone Question 44 and 45.

- Just over half of the College's students were satisfied with Question 31 "Space for individual/group study", while 22% were dissatisfied. The College's satisfaction rating of 51% is 6% below the Provincial rating of 57%, and the dissatisfaction rating is 4% above the Provincial rating of 18%. It was found to have a 'Strong' correlation with both Capstone Question 44 and 45. Twenty-two percent of the College's students indicated that they did not use this facility/resource.

- Question 35 "Recreation/Athletics" had a low satisfaction rating of 53%, which is 9% below the Provincial average of 62%. The dissatisfaction rating of 21% is 5% above the Provincial average of 16%. This question was found to have a 'Strong' correlation with Capstone Question 44 and a 'Moderate/Weak' correlation with Capstone Question 45. It should be noted that 55% of the College's students indicated that they did not use recreational/athletic facilities.

College Strengths & Areas for Improvement

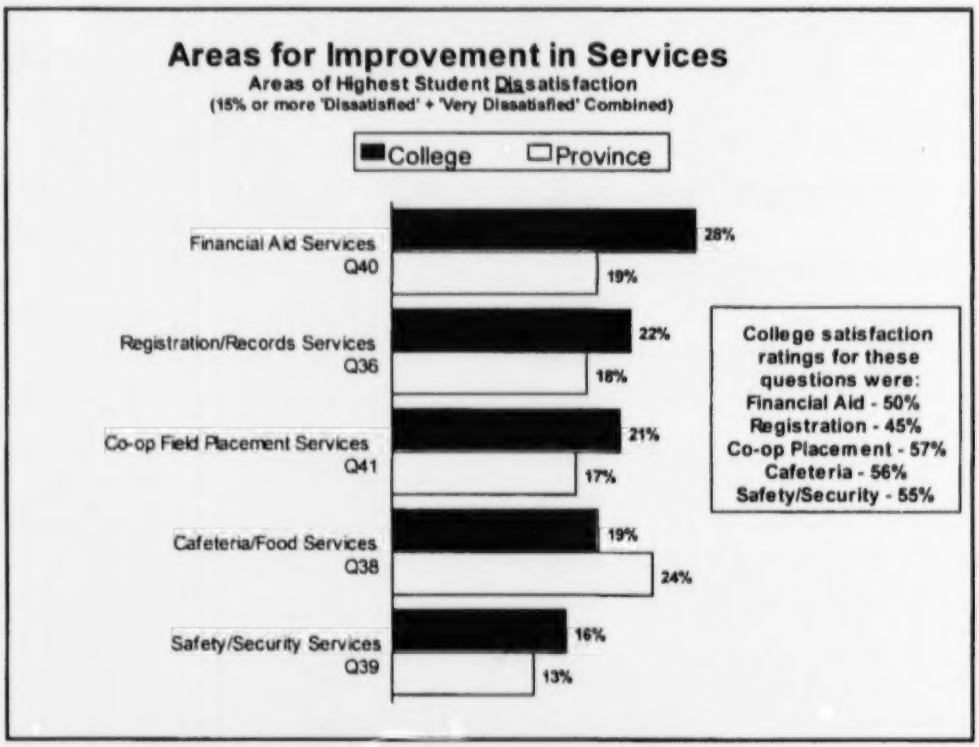
COLLEGE STRENGTHS In Services

- One of the 12 questions from that part of Section D of the survey which dealt with Services fit the criteria to be considered a "College Strength":
  - Question 37 "Health Services", had a relatively high student satisfaction rating of 70%, which was slightly higher than the Provincial average of 69%. It also had a relatively low dissatisfaction rating of 7% while the Provincial average was 8%. However, a large proportion of students did not use this service at the College (62%). Although Question 37 was correlated with both Capstone Question 44 "The OVERALL quality of the facilities/resources in the college" and Capstone Question 45 "The OVERALL quality of the services in the college", it was found to have the weakest correlational relationship among the 19 Facilities/Resources and Services questions.
- Capstone Question 45 "The OVERALL quality of the services in the College" did have over 60% student satisfaction at the College; however, the Provincial average was 4% higher (62% College versus 66% Provincial average).
- While Question 38 "Cafeteria/Food Services" had a low satisfaction rating of 56%, the College's rating was 3% higher than the Provincial average rating of 53%. The dissatisfaction rating of 19% was 5% lower than the Provincial average of 24%. The cafeteria services are used by most (94%) of the College's students. This service was found to have a 'Strong' correlation with both Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" and Capstone Question 45 "The OVERALL quality of the services in the College."

College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Services

- Student satisfaction was moderate to low in the Services areas, ranging from 45% to 70%. Ten of the 12 questions had less than 60% student satisfaction, and for two of the Services, fewer than half the students were satisfied at the College. With the exception of the questions on "Health Services" and "Cafeteria/Food Services", all questions in this section had lower satisfaction scores at the College than across the Province on average (from 3% to 11% lower), and the dissatisfaction ratings were higher (from 1% to 9% higher). (See Appendix 3, Table 3 for details.)
- The chart below shows the five areas at the College that had the highest student dissatisfaction, with 15% or more students giving a dissatisfied rating. Student satisfaction was low for these five Services, ranging from only 45% to 57%.



- It should be noted that a large proportion of students at the College indicated that they did not use most of these services. While most students used the "Cafeteria/Food services" (94%) and "Registration/Records Services" (79%), between 53% and 91% of the College's students indicated that they did not use the other services.

College Strengths & Areas for Improvement

AREAS FOR IMPROVEMENT In Services Continued

- Only half of the College's students were satisfied with Question 40 "Financial Aid Services", which was 11% lower than the Provincial average of 61%. It had the highest student dissatisfaction rating at the College (28% students were dissatisfied). This rating is 9% higher than the Provincial average dissatisfaction rating of 19%. This question was found to have a 'Strong' correlation to Capstone Question 45 "The OVERALL quality of the services in the College" and a 'Moderate/Weak' correlation with Capstone Question 44 "The OVERALL quality of the facilities/resources in the College". As noted, over half of the College's students did not use this service (53%).

- The question that had one of the lowest ratings in the entire survey was Question 36 "Registration/Records Services", with only 45% student satisfaction. This rating is 7% below the Provincial average result of 52%. At the College 22% of students were dissatisfied, while 18% of those across the Province were dissatisfied. This service is used by 79% of the College's students, and it has a 'Strong' correlation with both Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" and Capstone Question 45 "The OVERALL quality of the services in the College".

- Question 41 "Co-op Field Placement Services" was used by 37% of the College's students, but 21% of these were dissatisfied. This dissatisfaction rating is 4% higher than the Provincial average of 17%. This question was found to have a 'Strong' correlation to Capstone Question 45 "The OVERALL quality of the services in the College" and a 'Moderate/Weak' correlation with Capstone Question 44 "The OVERALL quality of the facilities/resources in the College".

- The dissatisfaction rating for Question 39 "Safety & Security Services" (16%) is 3% higher than the Provincial average of 13%, while the College's satisfaction rating is 5% below the Provincial average (55% versus 60%). This service was not applicable to 58% of the College's students. It was found to have a 'Strong' correlation with both Capstone questions.

College Strengths & Areas for Improvement

COLLEGE STRENGTHS In Section E – Overall College Experience

- Only two questions were included in Section E of the survey. Appendix 4, Table 1 gives highlights of results from these questions. Question 47 "Your overall College experience" had the same rating as the Provincial average result of 73% student satisfaction. Only 8% of the College's students indicated dissatisfaction with this question, while 9% across the Province were dissatisfied.

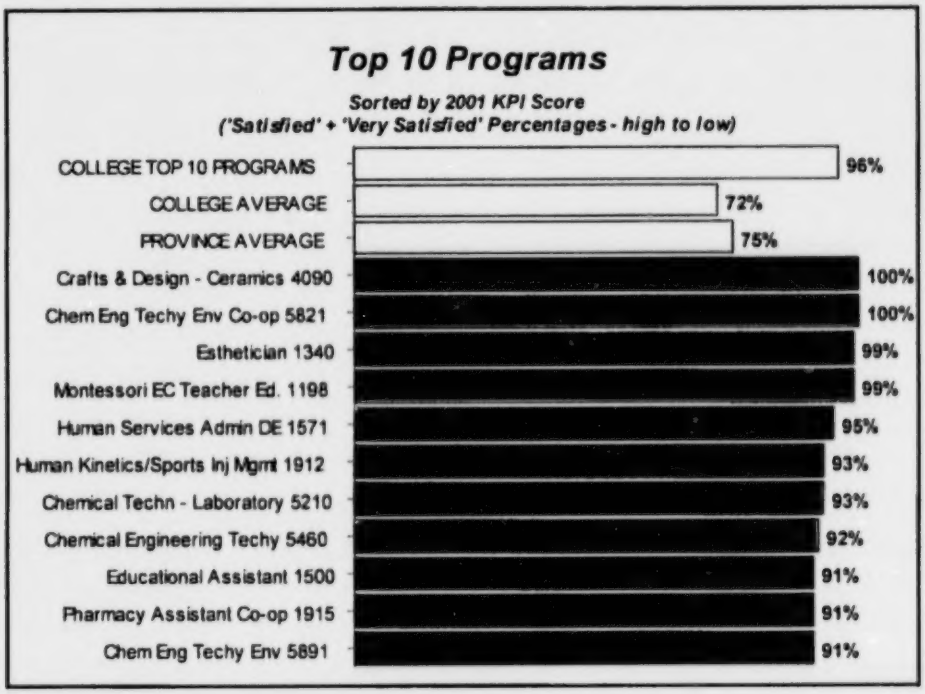
AREAS FOR IMPROVEMENT In Section E – Staff Concern

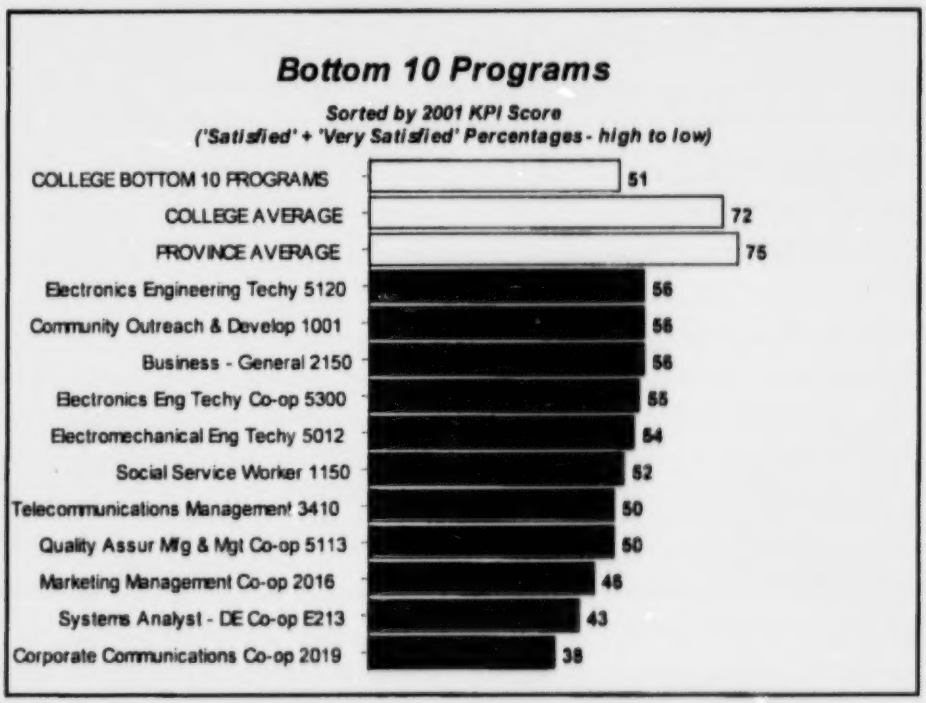
- Fifty-six percent of the College's students indicated satisfaction with Question 46 "The concern of people at this College for your success", which is 5% lower than the Provincial average satisfaction rating of 61%. A significant proportion (14%) of the College's students gave a dissatisfied rating, which is about the same as the Provincial rating of 13%.
- 'Strong' correlations exist between Question 46 "The concern of people at this college for your success" and each Capstone question. The strongest of these correlations was the relationship between staff concern and Question 26 "OVERALL quality of the learning experiences" and Capstone Question 45 "OVERALL quality of the services in the college".
- 'Strong' correlations exist between Question 46 "The concern of people at this college for your success" and each Capstone question. The strongest of these correlations was the relationship between staff concern and Question 26 "OVERALL quality of the learning experiences" and Capstone Question 45 "OVERALL quality of the services in the college". (See the Correlations section of this report, specifically, "Correlations – Section E – Staff Concern" for more detail.)

High-To-Low Program Rankings

- Appendix 9 displays the results of the Top 20 Programs in the College, ranked in high-to-low order by KPI score. All of the Capstone and KPI results are included for each of these Programs, as well as the Provincial and overall College average results and an average for the Top 10 Programs at the College. Any Programs that did not have at least 5 responses in each of the 4 questions were not included in the Top 20 Programs chart.
- Appendix 10 displays the results of the Bottom 20 Programs in a similar manner.
- The range of the KPI scores for the Top 20 Programs was from 86% to 100%. These KPI scores are higher than the College average (72%) in a range of 14% to 28% and higher than the Provincial average (75%) in a range of 11% to 25%. The KPI average for the Top 10 College Programs was 96%.
- The range of KPI scores for the Bottom 20 Programs was from 38% to 62%. All of these KPI scores are lower than the College average (72%) in a range of 10% to 34% and the Provincial average (75%) in a range of 13% to 37%. The KPI average of the Bottom 10 College Programs was 51%.
- The two charts on the following page display the KPI results of the College's Top 10 Programs and Bottom 10 Programs compared with the College and Provincial average results and the College Top 10 and Bottom 10 average results. Notice that there are actually 11 Programs included in these two tables due to the ties in KPI score.
- A closer look at the College's Top 10 Programs and Bottom 10 Programs from the Student Satisfaction Survey follows.

High-To-Low Program Rankings


Top 10 Programs
Sorted by 2001 KPI Score
('Satisfied' + 'Very Satisfied' Percentages - high to low)
COLLEGE TOP 10 PROGRAMS 96%
COLLEGE AVERAGE 72%
PROVINCE AVERAGE 75%
Crafts & Design - Ceramics 4090 100%
Chem Eng Techy Env Co-op 5821 100%
Esthetician 1340 99%
Montessori EC Teacher Ed. 1198 99%
Human Services Admin DE 1571 95%
Human Kinetics/Sports Inj Mgmt 1912 93%
Chemical Techn - Laboratory 5210 93%
Chemical Engineering Techy 5460 92%
Educational Assistant 1500 91%
Pharmacy Assistant Co-op 1915 91%
Chem Eng Techy Env 5891 91%


Bottom 10 Programs
Sorted by 2001 KPI Score
('Satisfied' + 'Very Satisfied' Percentages - high to low)
COLLEGE BOTTOM 10 PROGRAMS 51
COLLEGE AVERAGE 72
PROVINCE AVERAGE 75
Electronics Engineering Techy 5120 56
Community Outreach & Develop 1001 56
Business - General 2150 56
Electronics Eng Techy Co-op 5300 55
Electromechanical Eng Techy 5012 54
Social Service Worker 1150 52
Telecommunications Management 3410 50
Quality Assur Mfg & Mgt Co-op 5113 50
Marketing Management Co-op 2016 46
Systems Analyst - DE Co-op E213 43
Corporate Communications Co-op 2019 38

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High-To-Low Program Rankings

TOP 10 PROGRAMS – A Closer Look

- Appendix 11 displays the five Capstone results and the KPI score for the Top 10 Programs and gives a numerical comparison of these to the Top 10 average as well as to the College and Provincial average results. See Appendices 9 and 11 for full details of the College Top Programs. The number of KPI eligible student surveys in these Programs ranged from 6 to 52, with most having 10 or more.
- Two Programs had outstanding results, with 100% student satisfaction in all four Capstone questions and subsequently a 100% KPI score. These are Crafts & Design – Ceramics 4090, which had 13 surveys included in the KPI score, and Chem. Eng. Techy Env. Co-op 5821, which had 5 surveys included in the KPI score.
- It appears that student satisfaction is very high in the Chemical Engineering Programs, as three of the Top 10 Programs were Chemical Engineering Techy Programs and one was the Chemical Technician Program.
- **KPI**: All of these Programs had very high KPI scores (91%-100%) and all had higher scores than the College (72%) and Province (75%) average results. The College KPI Top 10 average was 96%.
- "**Usefulness for Future Career**": All but one of these Programs had 100% student satisfaction in Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career". The only exception was Chemical Engineering Techy 5460, which had 95% satisfaction. Top 10 average for this Capstone question was 100%, which is 14% higher than the College and Provincial average both at 86%.
- "**Learning Experiences – Program Quality**": All but one of these Programs had 100% student satisfaction in Capstone Question 26 "The OVERALL quality of the learning experiences in this Program". One exception was Educational Assistant 1500, which had 95% satisfaction. Top 10 average for this Capstone question was 100%, which is 23% higher than the College (77%) and 21% higher than the Provincial (79%).
- "**Quality of Facilities/Resources**": Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" had a Top 10 average of 96% satisfied which is substantially higher than the College (32% higher) and Provincial (28% higher) averages. Three Programs had 100% satisfaction: Crafts & Design – Ceramics 4090, Chem. Eng. Techy Env. Co-op 5821 and Human Services Admin DE 1571. Only one Program had less than 80% satisfaction; this was Pharmacy Assistant Co-op 1915, but satisfaction here was quite high, with 79% of the students indicating that they were satisfied with the College's Facilities and Resources. The range for the other Programs was 85% to 98% student satisfaction.
- "**Quality of Services**": Capstone Question 45 "The OVERALL quality of the services in the College" also had a very high Top 10 average score of 92% satisfied: This is 30% higher than the College (62%) and 25% higher than the Province (67%). Three Programs had 100% satisfaction, including Crafts & Design – Ceramics 4090, Chem. Eng. Techy Env. Co-op 5821 and Montessori EC Teacher Ed. 1198. Only two Programs had less than 80% satisfaction; these are Chemical Engineering Techy 5460 at 76% and Chem Eng Techy Env 5891 at 75% student satisfaction.

High-To-Low Program Rankings

BOTTOM 10 PROGRAMS – A Closer Look

- Appendix 12 displays the Capstone and KPI scores of the Bottom 10 Programs and gives a numerical comparison of these to the Bottom 10 average as well as to the College and Provincial average results. See Appendices 10 and 12 for full details of the College Bottom Programs. The number of KPI eligible student surveys in these Programs ranged from 11 to 100, with most of them having more than 20.

- It appears that student satisfaction is low in the Electronics Engineering and Electromechanical Engineering Programs, as 5 of these were included in the Bottom 20 Programs, and 3 of them were included in the Bottom 10 Programs.

- Four Programs had less than 50% student satisfaction in 3 of the 4 Capstone questions. These are Electronics Eng Techy Co-op 5300 which had 55% KPI, Marketing Management Co-op 2016, which had 46% KPI, Systems Analyst-DE Co-op E213, which had 43% KPI and Corporate Communications Co-op 2019, which had a KPI score of only 38%.

- **KPI**: The Bottom 10 Programs had low KPI scores (38%-56%) and all had lower scores than the College (72%) and Province (75%) averages. The KPI Bottom 10 average was only 51%. In most cases, the KPI score is brought down by very low student satisfaction in the areas of Quality of Facilities/Resources and Services. The Bottom 10 average scores for these two Capstone questions are 32% and 28% below the corresponding College averages respectively. The Bottom 10 average score for Learning Experiences-Program Quality was 25% below the College average, while Usefulness for Future Career was 18% below.

- "**Usefulness for Future Career**": Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career" had the highest Bottom 10 average of the Capstone questions, at 68%. One Program had a very high score for this question: Community Outreach & Develop. 1001, with 91% student satisfaction. Another had a score of 84%; Electronics Eng. Techy Co-op 5300. The other Bottom Program scores ranged from 60% to 74% student satisfaction for this question.

- "**Learning Experiences – Program Quality**": Capstone Question 26 "The OVERALL quality of the learning experiences in this Program" had a Bottom 10 average of 52%. Five of these Programs had less than half of their students who were satisfied; scores ranged from 36% to 49% for the following Programs: Electronics Eng. Techy Co-op 5300, Electromechanical Eng. Techy 5012, Marketing Management Co-op 2016, Systems Analyst-DE Co-op E213 and Corporate Communications Co-op 2019. One Program had a high score of 81%; this was Community Outreach & Develop. 1001. The other Bottom Program scores ranged from 53% to 61% satisfaction.

High-To-Low Program Rankings

BOTTOM 10 PROGRAMS – A Closer Look Continued

- "**Quality of Facilities/Resources**": Capstone Question 44 "The OVERALL quality of the facilities/resources in the College" had a very low Bottom 10 average of 32% satisfied. Only two of these Bottom 10 Programs had over half of their students who indicated that they were satisfied (57%), while the range for the other Programs was from 24% to 48%.

- "**Quality of Services**": Capstone Question 45 "The OVERALL quality of the services in the College" also had a very low Bottom 10 average satisfaction rating, at 34%. All of these Programs had less than 50% student satisfaction. The range for the Bottom 10 Programs was from 15% to 49%. The Program with the lowest satisfaction was Corporate Communications Co-op 2019, at only 15% student satisfaction.

Correlations

CORRELATIONS - General

- Correlational analysis has been conducted to determine which factors are most highly related to the Capstone questions and overall satisfaction. Factors analyzed include other related questions and demographics. It should be noted that correlations do not prove that one factor causes another factor, but rather establishes that the two factors are related. An experiment would be required to determine a causal relationship. In a fictitious example where factor A is highly related to factor B, it is not statistically known whether A causes B, or B causes A, or whether C, a separate factor, causes both A and B. Hence, a certain amount of judgement must be employed in interpreting correlational results.
- Correlations in this report were determined by hypothesizing that there is no relationship between the two factors under study and employing the chi-square test at the 95% confidence level to find evidence against the hypothesis. At the college level numerous correlations were found to exist. The challenge then was to determine which correlations were most noteworthy and of some practical use. The stronger the correlation the more important it may be in influencing KPI and Capstone results. Therefore the Pearson's R statistic has been displayed in the tables as a measure of the strength of the correlation and the ranking is based on this statistic. Correlations with Pearson's R values of 0.4 or more were considered 'Very Strong', values between 0.3 and 0.4 were considered 'Strong' and values less than 0.3 were termed 'Moderate/Weak'.
- Some key percentages are displayed in this report and in the correlation tables (Appendices 5-8) to demonstrate the relationship in a simple and less technical manner (e.g. the difference between the percentage of students who were satisfied in question X if they were satisfied in question Y, versus the percentage who were satisfied in question X if they were not satisfied in question Y). The difference between these two percentages is another way to appreciate the strength of the correlation. The ranking of factors by either the percentage difference or the Pearson's R value usually lead to the same conclusions.
- The 2001 Student Satisfaction data was used in this analysis with only KPI eligible students, as correlations to the Capstone questions were the focus.
- It is useful to understand the differences in correlations between divisions. In this report a brief analysis was conducted to find differences from one division to another (i.e. Animation, Arts & Design, Business, Community & Liberal Studies, Computing & Information Management and Science & Technology).
- It is interesting to note that correlations were consistently seen throughout the survey in Sections B, C and D, where students who said a particular factor regarding Learning Experiences, Teaching/Courses or Services & Facilities/Resources was 'Important' gave consistently higher ratings than students who said the factor or service was 'Not Important'. Similarly, students gave higher ratings for Services and Facilities/Resources that were rated 'High Use' as opposed to those that were rated 'Low Use'.

Correlations

- It is worthy of note that if a student indicated that he/she was satisfied in one question within a section of the survey (B, C, or D) then there was usually a 80%-90% chance that he/she would also be satisfied in the corresponding Capstone question. The correlations are not as strong as they could be due to the fact that it is a much less certain matter as to whether a student will be satisfied with a Capstone if he/she was dissatisfied in any one sub-factor or related question. In other words, a student may be dissatisfied in any one sub-factor and there is still a reasonable chance he/she will be satisfied overall (i.e. with the corresponding Capstone).

CORRELATIONS – Section B – Capstone Question 14

Capstone Question 14 "OVERALL, your program is giving you knowledge and skills that will be useful in your future career."

- All sub questions in section B were correlated with Capstone Question 14 ranging from 'Very Strong' to 'Moderate/Weak' in strength of correlation. (See Appendix 5.)
- Question 3 "Provides you with skills and abilities specific to your chosen career", Question 4 "Includes topics relevant to your future" and Question 13 "Provides you with experiences that will be useful to your future life outside of work" were the most strongly correlated with Capstone Question 14. With Pearson's R statistics above 0.4 at the college level, these correlations can be considered 'Very Strong'. Questions 3, 4 and 13 were also the most strongly correlated with Capstone Question 14 in every division except Computing & Information Management. Here, Question 4 slipped to 5th place in terms of strength of correlation and Question 11 "Develops your computer skills" became the 2nd strongest correlation.
- Question 3 "Provides you with skills and abilities specific to your chosen career" was not only the most correlated with Capstone Question 14, but was among the strongest correlations found in this study. This is not surprising, since the concepts in the two questions are very similar. Ninety-three percent of students who indicated they were satisfied that the program did provide them with skills and abilities specific to their chosen career, also rated this Capstone question as satisfactory: only 25% who were dissatisfied in Question 3 indicated that they were satisfied in the Capstone question – a 68% difference.
- Question 5 "Has teachers who help you understand your chosen career", Question 10 "Develops your ability to solve problems" and Question 12 "Provides opportunities to further education after graduation" are the next most correlated with Capstone Question 14. With Pearson's R statistics above 0.3 these correlations can be considered to be 'Strong'.

Correlations

- Two patterns emerged from this analysis. First, questions on general skills (such as Question 3 "Provides you with skills and abilities specific to your chosen career") are more strongly related to the Capstone question than are questions on specific skills (such as Question 6 "Develops your writing skills", Question 8 "Develops your ability to solve problems using math techniques", Question 7 "Develops your speaking skills", and Question 11 "Develops your computer skills"). Exceptions do exist in certain divisions/programs. (e.g. In the division of Computing & Information Mgmt, Question 11 "Develops your computer skills" had a 'Very Strong' correlation and was ranked second.) Secondly, questions that relate explicitly to a student's future career (such as Question 3 and Question 4) are more related than factors which are not.

- The correlational analysis at the divisional level revealed some important differences in the various subject areas. These differences are important to understand in attempting to improve the KPI results.

  - Question 11 "Develops your computer skills" was ranked 8th at the College level with a 'Moderate/Weak' correlation to Capstone Question 14. However, in Computing & Information Mgmt. it rose to 2nd ranking with a 'Very Strong' correlation to Capstone Question 14.

  - At the College level and among all the divisions Question 3 "Provides you with skills and abilities specific to your chosen career" was ranked 1st and Question 13 "Provides you with experience that will be useful to your future life outside of work" was ranked 3rd, both with 'Very Strong' correlations. However, in Community & Liberal studies Questions 3 and 13 reversed. Question 13 was ranked 1st and Question 3 was ranked 3rd still with both having 'Very Strong' correlations. This could be because of the strong link to community in Question 13, which is relevant to this Division.

Correlations

CORRELATIONS – Section C – Capstone Question 26

Capstone Question 26 "The OVERALL quality of the learning experiences in this program."

- Five of the 11 questions in this section of the survey had 'Very Strong' correlations to Capstone Question 26: Question 20 "Quality of classroom learning" which had the strongest correlation, Question 17 "Teachers' presentation of the subject material", Question 15 "Teachers' knowledge of their subjects", Question 16 "Teachers are up-to-date/current in their fields" and Question 21 "Quality of lab/shop learning". All other sub-questions had Strong correlations with Capstone Question 26. (See Appendix 6.)
- Without exception, Question 20 "Quality of classroom learning" had the strongest correlation to Capstone Question 26 among the divisions at the College.
- In general, the divisions followed the same pattern as the College. If analysis was done at a finer level, with similar groups of programs or at the program level, specific characteristics of certain programs may be determined.
- In Computing & Information Management there was one change of note. Question 21 "Quality of lab/shop learning" went from a ranking of 5th at the college level with a 'Very Strong' correlation to Capstone Question 26 to ranking of 2nd for Computing & Information Management with a 'Very Strong' correlation.

Correlations

CORRELATIONS – Section D – Capstone Question 44

Capstone Question 44 "The OVERALL quality of facilities/resources in the college."

- The strongest correlation by far with Capstone Question 44 is Question 43 "Comfort/Cleanliness/Accessibility of facilities"; this relationship is considered to be 'Very Strong'. All other Facilities/Resources and Services questions ranged from 'Strong' through to 'Moderate/Weak' in their correlations with Capstone Question 44. (See Appendix 7). In many cases, these Facilities/Resources and Services are relevant to only a segment of the population, since large numbers of students do not use them.
- The next most strongly correlated factors to Capstone Question 44 are Question 31 "Space for individual/group study", Question 27 "Library/Resource Centre" and Question 28 "Open Access Computer Labs/Resources".

CORRELATIONS – Section D – Capstone Question 45

Capstone Question 45 "The OVERALL quality of the services in the college."

- The strongest correlation to Capstone Question 45 was again Question 43 "Comfort/Cleanliness/Accessibility of facilities"; this relationship is considered to be 'Very Strong'. Other questions had from 'Strong' down to 'Moderate/Weak' correlations with the Capstone question. (See Appendix 8) In many cases, these Facilities/Resources and Services are relevant to only a segment of the population, since large numbers of students do not use them.
- The next most strongly correlated factors to Capstone Question 45 are Question 36 "Registration/Records Services" and Question 31 "Space for individual/group study".

Correlations

CORRELATIONS – Section E – Staff Concern

- Another factor of importance in relation to the KPI is the concern of people at the college for the success of the student. 'Strong' correlations exist between Question 46 "The concern of people at this college for your success" and each Capstone question. The strongest of these correlations was the relationship between staff concern and Question 26 "OVERALL quality of the learning experiences" and Capstone Question 45 "OVERALL quality of the services in the college".
- Ninety percent of those who felt that College people *were* concerned about their success were satisfied with Question 26 "The OVERALL quality of the learning experiences in this program", whereas only 46% were satisfied if they did *not* feel that College people were concerned for their success – a difference of 44%.
- Similarly, 78% of students who felt that College people *were* concerned about their success were satisfied with Capstone Question 45 "OVERALL quality of services in the college" whereas only 37% were satisfied if they did *not* feel that College people were concerned for their success – a difference of 41%.

CORRELATIONS – Section F – Demographics

- The demographic correlations to the Capstone questions would be considered weak compared to the correlations of sub questions with the Capstone questions.
- At the college level, females are 6%-8% more satisfied in the Capstone questions except in Capstone Question 44 "The OVERALL quality of the facilities/resources in the college." where they are only 1% more satisfied.

Correlations

CORRELATIONS – KPI and Capstone Questions with Semester

- Student Satisfaction Capstone questions were analyzed by semester. There were significant numbers of students in semesters 2 and 4, and fewer in other semesters. The semester data was clustered in three categories as follows: (a) semester 2, (b) semesters 3 and 4 and (c) semesters 5 and above.
- Strong correlations did not exist, but a consistent pattern was noticeable at the college level where students in Year 1 semester 2 were more satisfied than were students in Year 2. Year 3 students were the least satisfied. This means that as students progress through their Program, they become less satisfied with the life skills and job skills and abilities that the Program is providing them. This pattern (of fewer students in later semesters being satisfied than in earlier semesters) was evident in each of the Capstone questions. The table below displays the College level results of this analysis.

Semester	KPI Satisfaction	Q14	Q26	Q44	Q45	Responses
Semester 2	76%	87%	80%	70%	68%	2,879
Semesters 3 and 4	70%	85%	75%	59%	59%	2,164
Semester 5 and above	67%	83%	72%	56%	55%	977

Capstone Question 14: "OVERALL, your program is giving you knowledge and skills that will be useful in your future career."

Capstone Question 26: "The OVERALL quality of the learning experiences in this program"

Capstone Question 44: "The OVERALL quality of the facilities/resources in the college."

Capstone Question 45: "The OVERALL quality of the services in the college."

- See Appendix 13 for a full listing of programs, which appeared to have substantially lower satisfaction results in later semesters.

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College Trends 1999 through 2001

KPI and Capstone Questions

- The table below presents the KPI and Capstone question results from all three years that the survey has been conducted, and highlights the difference between the 1999 and 2001 surveys.

- Student satisfaction fluctuated over the three survey periods, but overall has increased by 5% to 8% in all four Capstone questions since 1999. The KPI score has therefore increased by 5% over this time. The largest increases in student satisfaction occurred between 2000 and 2001.

KPI and Capstone Questions	1999 College Satisfaction	2000 College Satisfaction	2001 College Satisfaction	Difference between 1999 & 2001
KPI	67%	66%	72%	+5%
Capstone Question 14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career."	78%	81%	86%	+8%
Capstone Question 26 "The OVERALL quality of the learning experiences in this Program."	72%	72%	77%	+5%
Capstone Question 44 "The OVERALL quality of facilities/resources in the College."	59%	55%	64%	+5%
Capstone Question 45 "The OVERALL quality of the services in the College."	57%	55%	62%	+5%

Student Demographic Questions

- The Demographic section (Section F) of the survey included questions pertaining to the students' gender, age, first language, educational background, goal in enrolling in the Program, and full-time/part-time student status. The make-up of the College's student population has remained quite stable over the three survey periods, with most demographic questions having results that are 2% or less different between 1999 and 2001. A few questions had a 3% change since 1999 including:

  - 3% fewer females (58% down to 55%) and 3% more males (42% up to 45%).

  - 3% fewer students whose main goal in enrolling in the Program is 'To prepare for employment/career' (76% down to 73%) and 3% more 'To prepare for further College or university study' (18% up to 21%).

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APPENDIX 1 – Learning Experiences

- The tables below provide the College and Provincial satisfaction and dissatisfaction scores in a manner that makes comparison convenient and easy. The tables are broken down into sections of the survey, and the questions are ranked high-to-low by College satisfaction.

Table 1 – Satisfaction

"Please think about how the learning experiences in THIS PROGRAM relate to YOUR future, and then rate the importance of, and YOUR satisfaction with the following:"

Section B Learning Experiences "This Program..."	College Satisfaction	Province Satisfaction	Difference	College Not Applicable	Province Not Applicable
3. Provides you with skills/abilities specific to your chosen career	86%	86%	0%	1%	1%
14. OVERALL, gives knowledge & skills useful to future career	86%	86%	0%	--	--
4. Includes topics relevant to your future	84%	85%	-1%	1%	1%
9. Develops your ability to work with others	82%	83%	-1%	1%	1%
10. Develops your ability to solve problems	74%	76%	-2%	2%	2%
13. Provides experience for future life outside work	73%	74%	-1%	3%	3%
11. Develops your computer skills	69%	67%	+2%	11%	10%
5. Has teachers who help you to understand your chosen career	66%	72%	-6%	2%	2%
12. Provides opportunities to further education after graduation	66%	70%	-4%	4%	5%
7. Develops your speaking skills	61%	61%	0%	9%	7%
8. Develops your ability to solve problems using math techniques	57%	63%	-6%	27%	26%
6. Develops your writing skills	46%	56%	-10%	12%	8%

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APPENDIX 1 – Learning Experiences

Table 2 – Dissatisfaction

"Please think about how the learning experiences in THIS PROGRAM relate to YOUR future, and then rate the importance of, and YOUR satisfaction with the following:" This question is ranked in high-to-low order by College dissatisfaction.

Section B Learning Experiences "This Program..."	College Dis-satisfaction	Province Dis-satisfaction	Difference	College Not Applicable	Province Not Applicable
6. Develops your writing skills	16%	12%	+4%	12%	8%
8. Develops your ability to solve problems using math techniques	13%	12%	+1%	27%	26%
11. Develops your computer skills	13%	13%	0%	11%	10%
5. Has teachers who help you to understand your chosen career	12%	10%	+2%	2%	2%
7. Develops your speaking skills	10%	10%	0%	9%	7%
12. Provides opportunities to further education after graduation	10%	9%	+1%	4%	5%
13. Provides experience for future life outside work	7%	7%	0%	3%	3%
10. Develops your ability to solve problems	6%	5%	+1%	2%	2%
3. Provides you with skills/abilities specific to your chosen career	4%	5%	-1%	1%	1%
4. Includes topics relevant to your future	4%	4%	0%	1%	1%
9. Develops your ability to work with others	4%	4%	0%	1%	1%
14. OVERALL, gives knowledge & skills useful to future career	4%	5%	-1%	--	--

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APPENDIX 2 – Teaching/Courses

Table 1 – Satisfaction

"Please think IN GENERAL about ALL your courses and ALL your teachers in this Program, and then rate the importance of, and your satisfaction with the following:" The questions are ranked in high-to-low order by College satisfaction.

Section C Teaching/Courses	College Satisfaction	Province Satisfaction	Difference	College Not Applicable	Province Not Applicable
15. Teachers' knowledge of their subjects	81%	84%	-3%	0%	0%
16. Teachers are up-to-date/current in their fields	80%	83%	-3%	0%	0%
26. OVERALL quality of learning experiences	76%	79%	-3%	--	--
20. Quality of classroom learning	64%	67%	-3%	0%	0%
17. Teachers' presentation of the subject material	63%	67%	-4%	0%	0%
21. Quality of lab/shop learning	63%	66%	-3%	20%	19%
25. Lab/shop facilities/equipment	61%	63%	-2%	19%	19%
23. Field placement, clinical experiences and co-op work terms	59%	62%	-3%	37%	36%
22. Quality of other learning experiences	56%	59%	-3%	18%	19%
18. Helpfulness of teachers outside of class	55%	64%	-9%	1%	2%
24. Course materials (e.g. books, software, handouts)	53%	59%	-6%	2%	1%
19. Feedback about your progress	47%	54%	-7%	1%	1%

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APPENDIX 2 – Teaching/Courses

Table 2 – Dissatisfaction

"Please think IN GENERAL about ALL your courses and ALL your teachers in this Program, and then rate the importance of, and your satisfaction with the following:" The questions are ranked in high-to-low order by College dissatisfaction.

Section C Teaching/Courses	College Dis-Satisfaction	Province Dis-Satisfaction	Difference	College Not Applicable	Province Not Applicable
19. Feedback about your progress	24%	19%	+5%	1%	1%
24. Course materials (e.g. books, software, handouts)	20%	18%	+2%	2%	1%
18. Helpfulness of teachers outside of class	17%	13%	+4%	1%	2%
23. Field placement, clinical experiences and co-op work terms	17%	17%	0%	37%	36%
25. Lab/shop facilities/equipment	17%	17%	0%	19%	19%
17. Teachers' presentation of the subject material	13%	12%	+1%	0%	0%
21. Quality of lab/shop learning	13%	14%	-1%	20%	19%
20. Quality of classroom learning	12%	12%	0%	0%	0%
22. Quality of other learning experiences	9%	9%	0%	18%	19%
15. Teachers' knowledge of their subjects	6%	5%	+1%	0%	0%
26. OVERALL quality of learning experiences	6%	6%	0%	--	--
16. Teachers are up-to-date/current in their fields	5%	5%	0%	0%	0%

APPENDIX 3 – Facilities/Resources and Services

Table 1 – Satisfaction "If you use the following facilities/resources and services, rate YOUR satisfaction with them." The questions are ranked in high-to-low order by College satisfaction.

Section D Facilities/Resources and Services	College Satisfaction	Province Satisfaction	Difference	College Didn't Use/ Not Available	Province Didn't Use/ Not Available
37. Health Services	70%	69%	+1%	62%	66%
44. OVERALL quality of facilities/ resources in the College	63%	67%	-4%	--	--
28. Open Access Computer Labs/ Resources	62%	68%	-6%	11%	10%
45. OVERALL quality of services	62%	66%	-4%	--	--
43. Comfort/Cleanliness/ Accessibility of facilities	61%	63%	-2%	--	--
33. Special Needs/Disability Serv.	58%	64%	-6%	91%	91%
41. Co-op Field Placement Services	57%	63%	-6%	63%	65%
38. Cafeteria/ Food Services	56%	53%	+3%	6%	9%
39. Safety & Security Services	55%	60%	-5%	58%	64%
32. Counselling/ Native Counselling /Advising Services	53%	61%	-8%	82%	80%
35. Recreation/ Athletics	53%	62%	-9%	55%	59%
42. Employment/Career Services	53%	56%	-3%	68%	71%
29. Peer Tutoring Services	52%	60%	-8%	83%	82%
31. Space for individual/group study	51%	57%	-6%	22%	26%
40. Financial Aid Services	50%	61%	-11%	53%	55%
30. Special Skills Services	47%	57%	-10%	86%	83%
34. Bookstore	47%	51%	-4%	3%	4%
27. Library/ Resource Centre	45%	62%	-17%	20%	13%
36. Registration/Records Services	45%	52%	-7%	21%	21%

- NOTE: The questions in Section D (above) have been split into Facilities/Resources in Appendix 3, Tables 2 and 3, and Services in Tables 4 and 5.

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APPENDIX 3 – Facilities/Resources and Services

Table 2 – Satisfaction

"If you use the following facilities/resources, rate YOUR satisfaction with them." The questions are ranked in high-to-low order by College satisfaction.

Section D Facilities/Resources	College Satisfaction	Province Satisfaction	Difference	College Didn't Use/ Not Available	Province Didn't Use/ Not Available
44. OVERALL quality of facilities/ resources in the College	63%	67%	-4%	--	--
28. Open Access Computer Labs/ Resources	62%	68%	-6%	11%	10%
43. Comfort/Cleanliness/ Accessibility of facilities	61%	63%	-2%	--	--
35. Recreation/ Athletics	53%	62%	-9%	55%	59%
31. Space for individual/group study	51%	57%	-6%	22%	26%
34. Bookstore	47%	51%	-4%	3%	4%
27. Library/ Resource Centre	45%	62%	-17%	20%	13%

Table 3 – Dissatisfaction

"If you use the following facilities/resources, rate YOUR satisfaction with them." The questions are ranked in high-to-low order by College dissatisfaction.

Section D Facilities/Resources	College Dis-Satisfaction	Province Dis-satisfaction	Difference	College Didn't Use/ Not Available	Province Didn't Use/ Not Available
34. Bookstore	30%	26%	+4%	3%	4%
27. Library/ Resource Centre	26%	13%	+13%	20%	13%
31. Space for individual/group study	22%	18%	+4%	22%	26%
28. Open Access Computer Labs/ Resources	21%	15%	+6%	11%	10%
35. Recreation/ Athletics	21%	16%	+5%	55%	59%
43. Comfort/Cleanliness/ Accessibility of facilities	16%	15%	+1%	--	--
44. OVERALL quality of facilities/ resources in the College	11%	10%	+1%	--	--

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APPENDIX 3 – Facilities/Resources and Services

Table 4 – Satisfaction

"If you use the following services, rate YOUR satisfaction with them." The questions are ranked in high-to-low order by College satisfaction.

Section D Services	College Satisfaction	Province Satisfaction	Difference	College Didn't Use/ Not Available	Province Didn't Use/ Not Available
37. Health Services	70%	69%	+1%	62%	66%
45. OVERALL quality of services	62%	66%	-4%	--	--
33. Special Needs/Disability Serv.	58%	64%	-6%	91%	91%
41. Co-op Field Placement Services	57%	63%	-6%	63%	65%
38. Cafeteria/ Food Services	56%	53%	+3%	6%	9%
39. Safety & Security Services	55%	60%	-5%	58%	64%
32. Counselling/ Native Counselling /Advising Services	53%	61%	-8%	82%	80%
42. Employment/Career Services	53%	56%	-3%	68%	71%
29. Peer Tutoring Services	52%	60%	-8%	83%	82%
40. Financial Aid Services	50%	61%	-11%	53%	55%
30. Special Skills Services	47%	57%	-10%	86%	83%
36. Registration/Records Services	45%	52%	-7%	21%	21%

Table 5 – Dissatisfaction

"If you use the following services, rate YOUR satisfaction with them." The questions are ranked in high-to-low order by College dissatisfaction.

Section D Services	College Dis-Satisfaction	Province Dis-satisfaction	Difference	College Didn't Use/ Not Available	Province Didn't Use/ Not Available
40. Financial Aid Services	28%	19%	+9%	53%	55%
36. Registration/Records Services	22%	18%	+4%	21%	21%
41. Co-op Field Placement Services	21%	17%	+4%	63%	65%
38. Cafeteria/ Food Services	19%	24%	-5%	6%	9%
39. Safety & Security Services	16%	13%	+3%	58%	64%
32. Counselling/ Native Counselling /Advising Services	14%	12%	+2%	82%	80%
42. Employment/Career Services	14%	13%	+1%	68%	71%
29. Peer Tutoring Services	13%	12%	+1%	83%	82%
30. Special Skills Services	13%	11%	+2%	86%	83%
33. Special Needs/Disability Serv.	12%	10%	+2%	91%	91%
45. OVERALL quality of services	10%	9%	+1%	--	--
37. Health Services	7%	8%	-1%	62%	66%

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APPENDIX 4 – Staff Concern/College Experience

Table 1 – Satisfaction and Dissatisfaction

"Please rate your satisfaction with:"

The questions are ranked in high-to-low order by College satisfaction.

Section E	College Satisfaction	Province Satisfaction	Diff.	College Dis-satisfaction	Province Dis-satisfaction	Diff.
47. Your overall College experience	73%	73%	0%	8%	9%	-1%
46. The concern of people at this College for your success	56%	61%	-5%	14%	13%	+1%

APPENDIX 5 Correlation Capstone Question 14*

*Note: this question used to be Capstone Question 13 in previous survey

Capstone Question 14 – "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career."

Section B Learning Experiences "This Program..."	Ranking	Pearson's R	Chi-Square	% Satisfied in Q14 if Satisfied in Q3 to Q12	% Satisfied in Q14 if 'Not Satisfied' in Q3 to Q12	Difference in Satisfaction
3. Provides you with skills/abilities specific to your chosen career	1	.559	2372	93%	25%	68%
4. Includes topics relevant to your future	2	.459	1540	92%	30%	62%
13. Provides you with opportunities that will be useful to your future life outside of work.	3	.450	1341	95%	45%	50%
5. Has teachers who help you to understand your chosen career	4	.347	756	93%	59%	34%
10. Develops your ability to solve problems	5	.339	779	92%	55%	37%
12. Provides opportunities to further education after graduation	6	.314	643	93%	58%	35%
9. Develops your ability to work with others	7	.232	400	90%	65%	25%
11. Develops your computer skills	8	.213	250	90%	68%	22%
6. Develops your writing skills	9	.206	265	92%	70%	22%
7. Develops your speaking skills	10	.205	263	91%	68%	23%
8. Develops your ability to solve problems using math techniques	11	.202	188	90%	69%	21%

- NOTE: Correlations with Pearson's R values of 0.4 or more are considered 'Very Strong', values between 0.3 and 0.4 are considered 'Strong' and values of less than 0.3 are termed 'Moderate/Weak'. (Pearson's R is a statistical measure of the strength of association between two variables.) Ranking of questions is based on the Pearson's R value.

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APPENDIX 6 Correlation Capstone Question 26

Capstone Question 26 "The OVERALL quality of the learning experiences in this Program."

Section C Teaching/Courses	Ranking	Pearson's R	Chi-Square	% Satisfied in Q26 if Satisfied in Q15 to Q25	% Satisfied in Q26 if 'Not Satisfied' in Q15 to Q25	Difference in Satisfaction
20. Quality of classroom learning	1	.557	2261	92%	32%	60%
17. Teachers' presentation of the subject material	2	.480	1667	91%	38%	53%
15. Teachers' knowledge of their subjects	3	.436	1374	85%	30%	55%
16. Teachers are up-to-date/current in their fields	4	.426	1276	85%	25%	60%
21. Quality of lab/shop learning	5	.424	1016	89%	41%	48%
22. Quality of other learning experiences	6	.370	777	90%	45%	45%
19. Feedback about your progress	7	.355	823	90%	54%	36%
18. Helpfulness of teachers outside of class	8	.330	738	88%	50%	38%
24. Course materials (e.g. books, software, handouts)	8	.330	715	89%	54%	35%
23. Field placement, clinical experiences and co-op work terms	10	.326	445	87%	52%	35%
25. Lab/shop facilities/equipment	11	.301	509	86%	53%	33%

- NOTE: Correlations with Pearson's R values of 0.4 or more are considered 'Very Strong', values between 0.3 and 0.4 are considered 'Strong' and values of less than 0.3 are termed 'Moderate/Weak'. (Pearson's R is a statistical measure of the strength of association between two variables.) Ranking of questions is based on the Pearson's R value.

APPENDIX 7 Correlation Capstone Question 44

Capstone Question 44 "The OVERALL quality of the facilities/resources in the College."

Section D Facilities/Resources and Services	Ranking	Pearson's R	Chi-Square	% Satisfied in Q44 if Satisfied in Q27 to Q43	% Satisfied in Q44 if 'Not Satisfied' in Q27 to Q43	Difference in Satisfaction
43. Comfort/Cleanliness/ Accessibility of facilities	1	.581	2431	85%	22%	63%
31. Space for individual/group study	2	.384	893	81%	40%	41%
27. Library/ Resource Centre	3	.354	763	81%	42%	39%
28. Open Access Computer Labs/ Resources	4	.352	790	76%	40%	36%
38. Cafeteria/ Food Services	5	.336	776	78%	40%	38%
42. Employment/Career Services	6	.335	424	82%	35%	47%
39. Safety & Security Services	7	.318	426	78%	37%	41%
36. Registration/Records Services	8	.316	609	80%	44%	36%
35. Recreation/ Athletics	9	.311	416	78%	40%	38%
34. Bookstore	10	.289	585	79%	48%	31%
41. Co-op Field Placement Services	11	.284	336	76%	42%	34%
40. Financial Aid Services	12	.272	341	77%	46%	31%
30. Special Skills Services	13	.257	205	83%	40%	43%
32. Counselling/ Native Counselling /Advising Services	14	.254	239	79%	40%	39%
29. Peer Tutoring Services	15	.250	216	79%	39%	40%
33. Special Needs/Disability Services	16	.230	152	79%	40%	39%
37. Health Services	17	.207	208	72%	39%	33%

- NOTE: Correlations with Pearson's R values of 0.4 or more are considered 'Very Strong', values between 0.3 and 0.4 are considered 'Strong' and values of less than 0.3 are termed 'Moderate/Weak'. (Pearson's R is a statistical measure of the strength of association between two variables.) Ranking of questions is based on the Pearson's R value.

APPENDIX 8 Correlation Capstone Question 45

Capstone Question 45 "The OVERALL quality of the services in the College."

Section D Facilities/Resources and Services	Ranking	Pearson's R	Chi-Square	% Satisfied in Q45 if Satisfied in Q27 to Q43	% Satisfied in Q45 if 'Not Satisfied' in Q27 to Q43	Difference in Satisfaction
43. Comfort/Cleanliness/ Accessibility of facilities	1	.481	1693	81%	28%	53%
36. Registration/Records Services	2	.391	925	83%	37%	46%
31. Space for individual/group study	3	.361	776	80%	40%	40%
39. Safety & Security Services	4	.349	562	79%	35%	44%
42. Employment/Career Services	5	.347	465	81%	32%	49%
28. Open Access Computer Labs/ Resources	6	.339	743	75%	40%	35%
38. Cafeteria/ Food Services	7	.338	774	77%	38%	39%
40. Financial Aid Services	8	.331	496	79%	41%	38%
27. Library/ Resource Centre	9	.321	626	80%	44%	36%
41. Co-op Field Placement Services	10	.320	434	76%	37%	39%
34. Bookstore	11	.319	699	79%	45%	34%
32. Counselling/ Native Counselling /Advising Services	12	.296	303	81%	37%	44%
30. Special Skills Services	13	.288	258	84%	37%	47%
29. Peer Tutoring Services	14	.274	260	80%	40%	40%
35. Recreation/ Athletics	15	.271	316	76%	43%	33%
33. Special Needs/Disability Services	16	.268	213	80%	36%	44%
37. Health Services	17	.258	286	74%	34%	40%

- NOTE: Correlations with Pearson's R values of 0.4 or more are considered 'Very Strong', values between 0.3 and 0.4 are considered 'Strong' and values of less than 0.3 are termed 'Moderate/Weak'. (Pearson's R is a statistical measure of the strength of association between two variables.) Ranking of questions is based on the Pearson's R value.

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APPENDIX 9 – College Top 20 Programs

Includes the Programs with the 20 highest KPI scores. (Including only Programs with at least 5 responses in each of the 4 questions.)

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services	Responses
Crafts & Design – Ceramics 4090	**100%**	**100%**	**100%**	**100%**	**100%**	**52**
Chem Eng Techy Env Co-op 5821	**100%**	**100%**	**100%**	**100%**	**100%**	**20**
Esthetician 1340	**99%**	**100%**	**100%**	**98%**	**98%**	**208**
Montessori EC Teacher Ed. 1198	**99%**	**100%**	**100%**	**94%**	**100%**	**68**
Human Services Admin DE 1571	**95%**	**100%**	**100%**	**100%**	**80%**	**20**
Human Kinetics/Sports Inj Mgmt 1912	**93%**	**100%**	**100%**	**90%**	**80%**	**40**
Chemical Techn – Laboratory 5210	**93%**	**100%**	**90%**	**90%**	**90%**	**40**
Chemical Engineering Techy 5460	**92%**	**95%**	**100%**	**95%**	**76%**	**84**
Educational Assistant 1500	**91%**	**100%**	**95%**	**85%**	**85%**	**80**
Pharmacy Assistant Co-op 1915	**91%**	**100%**	**100%**	**79%**	**86%**	**56**
Chem Eng Techy Env 5891	**91%**	**100%**	**100%**	**88%**	**75%**	**32**
Pharmacy Technician Co-op 1916	88%	100%	100%	70%	80%	40
Environmental Science Techn 5366	88%	83%	100%	83%	83%	24
Risk Analyst 1215	88%	91%	96%	77%	86%	88
Architectural Technician 5060	88%	88%	88%	88%	88%	32
Visual Merchandising Arts 6815	87%	89%	92%	86%	81%	144
Office Administration 2120	87%	97%	87%	73%	90%	240
Enterprise Database Management 3055	87%	92%	85%	85%	85%	52
Correctional Worker 1691	86%	99%	93%	79%	75%	300
Animal Care 5430	86%	96%	87%	79%	83%	188
(TOP 10 PROGRAMS)	96%	100%	100%	96%	92%	668
(PROVINCE)	75%	86%	79%	68%	67%	286,184
(COLLEGE)	72%	86%	77%	64%	62%	24,080

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APPENDIX 10 – College Bottom 20 Programs

Includes the Programs with the 20 lowest KPI scores. (Including only Programs with at least 5 responses in each of the 6 questions.)

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services	Responses
Animation – Classical 6010	62%	77%	69%	52%	52%	464
Human Resource Mgmt Co-op A680	61%	100%	94%	19%	31%	64
Electromechanical Eng Ty Co-op 5112	61%	73%	54%	58%	58%	104
Business Admin – Finance A210	60%	78%	59%	50%	53%	128
Mechanical Eng Techy Des Dr 5500	58%	92%	67%	33%	42%	48
Computer Animation – Tech Dir 6121	58%	78%	67%	56%	33%	36
Architectural Technician Co-op 5620	58%	100%	67%	33%	33%	24
Business Admin – General 2800	57%	76%	62%	43%	48%	168
Electronics Engineering Techn 5170	57%	71%	57%	43%	57%	56
Electronics Engineering Techy 5120	**56%**	**72%**	**57%**	**57%**	**40%**	**240**
Community Outreach & Develop 1001	**56%**	**91%**	**81%**	**24%**	**29%**	**84**
Business – General 2150	**56%**	**71%**	**58%**	**48%**	**45%**	**124**
Electronics Eng Techy Co-op 5300	**55%**	**84%**	**47%**	**45%**	**42%**	**152**
Electromechanical Eng Techy 5012	**54%**	**60%**	**49%**	**57%**	**49%**	**140**
Social Service Worker 1150	**52%**	**70%**	**61%**	**41%**	**36%**	**400**
Telecommunications Management 3410	**50%**	**63%**	**53%**	**42%**	**42%**	**76**
Quality Assur Mfg & Mgt Co-op 5113	**50%**	**74%**	**58%**	**37%**	**32%**	**76**
Marketing Management Co-op 2016	**46%**	**64%**	**46%**	**27%**	**46%**	**44**
Systems Analyst – DE Co-op E213	**43%**	**68%**	**36%**	**41%**	**27%**	**88**
Corporate Communications Co-op 2019	**38%**	**65%**	**40%**	**30%**	**15%**	**80**
(BOTTOM 10 PROGRAMS)	51%	68%	52%	32%	34%	1,264
(PROVINCE)	75%	86%	79%	68%	67%	286,184
(COLLEGE)	72%	86%	77%	64%	62%	24,080

APPENDIX 11 – College Top 10 Programs – A Closer Look

Difference between Program average ratings and College Top 10, Province and College average ratings.

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(TOP 10 PROGRAMS)	96%	100%	100%	96%	92%
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Crafts & Design – Ceramics 4090	100%	100%	100%	100%	100%
Difference between "Top 10 Programs" score	4%	0%	0%	4%	8%
Difference between "Province" score	25%	14%	21%	32%	33%
Difference between "College" score	28%	14%	23%	36%	38%
Chem Eng Techy Env Co-op 5821	100%	100%	100%	100%	100%
Difference between "Top 10 Programs" score	4%	0%	0%	4%	8%
Difference between "Province" score	25%	14%	21%	32%	33%
Difference between "College" score	28%	14%	23%	36%	38%
Esthetician 1340	99%	100%	100%	98%	98%
Difference between "Top 10 Programs" score	3%	0%	0%	2%	6%
Difference between "Province" score	24%	14%	21%	30%	31%
Difference between "College" score	27%	14%	23%	34%	36%
Montessori EC Teacher Ed. 1198	99%	100%	100%	94%	100%
Difference between "Top 10 Programs" score	3%	0%	0%	-2%	8%
Difference between "Province" score	24%	14%	21%	26%	33%
Difference between "College" score	27%	14%	23%	30%	38%

APPENDIX 11 – College Top 10 Programs – A Closer Look

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(TOP 10 PROGRAMS)	96%	100%	100%	96%	92%
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Human Services Admin DE 1571	95%	100%	100%	100%	80%
Difference between "Top 10 Programs" score	-1%	0%	0%	4%	-12%
Difference between "Province" score	20%	14%	21%	32%	13%
Difference between "College" score	23%	14%	23%	36%	18%
Human Kinetics/Sports Inj Mgmt 1912	93%	100%	100%	90%	80%
Difference between "Top 10 Programs" score	-3%	0%	0%	-6%	-12%
Difference between "Province" score	18%	14%	21%	22%	13%
Difference between "College" score	21%	14%	23%	26%	18%
Chemical Techn – Laboratory 5210	93%	100%	90%	90%	90%
Difference between "Top 10 Programs" score	-3%	-10%	-10%	-6%	-2%
Difference between "Province" score	18%	4%	11%	22%	23%
Difference between "College" score	21%	4%	13%	26%	28%
Chemical Engineering Techy 5460	92%	95%	100%	95%	76%
Difference between "Top 10 Programs" score	-4%	0%	0%	-1%	-16%
Difference between "Province" score	17%	14%	21%	27%	9%
Difference between "College" score	20%	14%	23%	31%	14%

APPENDIX 11 – College Top 10 Programs – A Closer Look

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(TOP 10 PROGRAMS)	96%	100%	100%	96%	92%
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Educational Assistant 1500	91%	100%	95%	85%	85%
Difference between "Top 10 Programs" score	-5%	-5%	-5%	-11%	-7%
Difference between "Province" score	16%	9%	16%	17%	18%
Difference between "College" score	19%	9%	18%	21%	23%
Pharmacy Assistant Co-op 1915	91%	100%	100%	79%	86%
Difference between "Top 10 Programs" score	-5%	0%	0%	-17%	-6%
Difference between "Province" score	16%	14%	21%	11%	19%
Difference between "College" score	19%	14%	23%	15%	24%
Chem. Eng. Techy Env. 5891	91%	100%	100%	88%	75%
Difference between "Top 10 Programs" score	-5%	0%	0%	-8%	-17%
Difference between "Province" score	16%	14%	21%	20%	8%
Difference between "College" score	19%	14%	23%	24%	13%

APPENDIX 12 – College Bottom 10 Programs – A Closer Look

Difference between Program average ratings and College Bottom 10, Province and College average ratings.

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(BOTTOM 10 PROGRAMS)	**51%**	**68%**	**52%**	**32%**	**34%**
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Electronics Engineering Techy 5120	56%	72%	57%	57%	40%
Difference between "Bottom 10 Programs" score	5%	4%	5%	25%	6%
Difference between "Province" score	-19%	-14%	-22%	-11%	-27%
Difference between "College" score	-16%	-14%	-20%	-7%	-22%
Community Outreach & Develop 1001	56%	91%	81%	24%	29%
Difference between "Bottom 10 Programs" score	5%	23%	29%	-8%	-5%
Difference between "Province" score	-19%	5%	2%	-44%	-38%
Difference between "College" score	-16%	5%	4%	-40%	-33%
Business – General 2150	56%	71%	58%	48%	45%
Difference between "Bottom 10 Programs" score	5%	3%	6%	16%	11%
Difference between "Province" score	-19%	-15%	-21%	-20%	-22%
Difference between "College" score	-16%	-15%	-19%	-16%	-17%
Electronics Eng Techy Co-op 5300	55%	84%	47%	45%	42%
Difference between "Bottom 10 Programs" score	4%	16%	-5%	13%	8%
Difference between "Province" score	-20%	-2%	-32%	-23%	-25%
Difference between "College" score	-17%	-2%	-30%	-19%	-20%

APPENDIX 12 – College Bottom 10 Programs – A Closer Look

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(BOTTOM 10 PROGRAMS)	**51%**	**68%**	**52%**	**32%**	**34%**
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Electromechanical Eng Techy 5012	54%	60%	49%	57%	49%
Difference between "Bottom 10 Programs" score	3%	-8%	-3%	25%	15%
Difference between "Province" score	-21%	-26%	-30%	-11%	-18%
Difference between "College" score	-18%	-26%	-28%	-7%	-13%
Social Service Worker 1150	52%	70%	61%	41%	36%
Difference between "Bottom 10 Programs" score	1%	2%	9%	9%	2%
Difference between "Province" score	-23%	-16%	-18%	-27%	-31%
Difference between "College" score	-20%	-16%	-16%	-23%	-26%
Telecommunications Management 3410	50%	63%	53%	42%	42%
Difference between "Bottom 10 Programs" score	-1%	-5%	1%	10%	8%
Difference between "Province" score	-25%	-23%	-26%	-26%	-25%
Difference between "College" score	-22%	-23%	-24%	-22%	-20%
Quality Assur Mfg & Mgt Co-op 5113	50%	74%	58%	37%	32%
Difference between "Bottom 10 Programs" score	-1%	6%	6%	5%	-2%
Difference between "Province" score	-25%	-12%	-21%	-31%	-35%
Difference between "College" score	-22%	-12%	-19%	-27%	-30%

APPENDIX 12 – College Bottom 10 Programs – A Closer Look

PROGRAM Name and Code	KPI	Usefulness for Future Career	Learning Experiences – Program Quality	Quality of Facilities/ Resources	Quality of Services
(BOTTOM 10 PROGRAMS)	**51%**	**68%**	**52%**	**32%**	**34%**
(PROVINCE)	**75%**	**86%**	**79%**	**68%**	**67%**
(COLLEGE)	**72%**	**86%**	**77%**	**64%**	**62%**
Marketing Management Co-op 2016	46%	64%	46%	27%	46%
Difference between "Bottom 10 Programs" score	-5%	-4%	-6%	-5%	12%
Difference between "Province" score	-29%	-22%	-33%	-41%	-21%
Difference between "College" score	-26%	-22%	-31%	-37%	-16%
Systems Analyst – DE Co-op E213	43%	68%	36%	41%	27%
Difference between "Bottom 10 Programs" score	-8%	0%	-16%	9%	-7%
Difference between "Province" score	-32%	-18%	-43%	-27%	-40%
Difference between "College" score	-29%	-18%	-41%	-23%	-35%
Corporate Communications Co-op 2019	38%	65%	40%	30%	15%
Difference between "Bottom 10 Programs" score	-13%	-3%	-12%	-2%	-19%
Difference between "Province" score	-37%	-21%	-39%	-38%	-52%
Difference between "College" score	-34%	-21%	-37%	-34%	-47%

APPENDIX 13 – Program – Semester Differences

- All of the College's Programs were analyzed by semester to determine if there were significant differences in student satisfaction ratings of the KPI and Capstone questions between semesters. (At the College level, it was found a higher proportion of students in Semester 2 were satisfied than those in Semesters 3 and 4, and the smallest proportion of satisfied students was in semesters 5 and above.)
- A list of Programs is displayed below where substantial differences (15% or greater) existed from semester to semester in one or more of the KPI and Capstone questions (only Programs with 10 or more students were included in this table).

Capstone Question14 "OVERALL, your Program is giving you knowledge and skills that will be useful in your future career."

Capstone Question 26 "The OVERALL quality of the learning experiences in this Program."

Capstone Question 44 "The OVERALL quality of facilities/resources in the College."

Capstone Question 45 "The OVERALL quality of the services in the College."

PROGRAM (Semester)	KPI Satisfaction	Q14	Q26	Q44	Q45	Responses
Investigation – Public & Private 1002 (2nd Semester)	87%	95%	90%	90%	74	76
Investigation – Public & Private 1002 (3rd & 4th Semester)	71%	91%	83%	44%	65	92
Security Sys Implement'n & Des 1005 (2nd Semester)	89%	94%	88%	88%	88	64
Security Sys Implement'n & Des 1005 (3rd & 4th Semester)	43%	57%	43%	43%	29	56
Social Service Worker 1150 (2nd Semester)	64%	85%	80%	45%	45%	160
Social Service Worker 1150 (3rd & 4th Semester)	44%	59%	48%	39%	29%	236
Social Service Wkr – Gerontology 1151 (2nd Semester)	84%	95%	84%	79%	79%	76
Social Service Wkr – Gerontology 1151 (3rd & 4th Semester)	68%	90%	80%	50%	50%	80
Soc Service Wkr – Gerontology DE 1152 (2nd Semester)	44%	63%	38%	50%	25%	32
Soc Service Wkr – Gerontology DE 1152 (3rd & 4th Semester)	74%	95%	75%	55%	70%	80

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APPENDIX 13 – Program – Semester Differences

PROGRAM (Semester)	KPI Satisfaction	Q14	Q26	Q44	Q45	Responses
Risk Analyst 1215 (2nd Semester)	100%	100%	100%	100%	100%	48
Risk Analyst 1215 (3rd & 4th Semester)	75%	78%	89%	56%	78%	36
Correctional Worker 1691 (2nd Semester)	92%	100%	98%	88%	82%	200
Correctional Worker 1691 (3rd & 4th Semester)	82%	100%	89%	67%	72%	72
Correctional Worker 1691 (5th + Semester)	57%	86%	71%	43%	29%	28
Business Admin Mktg Co-op 2520 (3rd & 4th Semester)	83%	89%	85%	85%	77%	52
Business Admin Mktg Co-op 2520 (5th + Semester)	62%	85%	71%	48%	41%	176
Cosmetic Techniques & Mgmt 2843 (2nd Semester)	94%	100%	88%	100%	88%	100
Cosmetic Techniques & Mgmt 2843 (3rd & 4th Semester)	69%	83%	70%	61%	61%	92
Mechanical Engineering Techy 5100 (2nd Semester)	87%	91%	86%	86%	86%	84
Mechanical Engineering Techy 5100 (3rd & 4th Semester)	65%	80%	80%	40%	60%	20
Mechanical Engineering Techy 5100 (5th + Semester)	100%	100%	100%	100%	100%	16
Electronics Eng Techy Co-op 5300 (2nd Semester)	38%	82%	40%	20%	0%	40
Electronics Eng Techy Co-op 5300 (3rd & 4th Semester)	61%	90%	50%	54%	57%	112
Telecommunications Techy Co-op 5361 (2nd Semester)	71%	80%	70%	65%	57%	80
Telecommunications Techy Co-op 5361(3rd & 4th Semester)	96%	100%	94%	94%	94%	68
Telecommunications Techy Co-op 5361 (5th + Semester)	73%	86%	79%	71%	70%	56
Mechanical Eng Techy Co-op 5380 (3rd & 4th Semester)	58%	68%	64%	48%	52%	100
Mechanical Eng Techy Co-op 5380 (5th + Semester)	76%	90%	83%	62%	69%	116

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APPENDIX 13 – Program – Semester Differences

PROGRAM (Semester)	KPI Satisfaction	Q14	Q26	Q44	Q45	Responses
Chemical Engineering Techy 5460 (2nd Semester)	96%	100%	100%	100%	83%	48
Chemical Engineering Techy 5460 (5th + Semester)	79%	83%	100%	83%	50%	24
Chemical Eng Techy Co-op 5750 (3rd & 4th Semester)	94%	100%	92%	92%	92%	48
Chemical Eng Techy Co-op 5750 (5th + Semester)	42%	42%	50%	25%	50%	48
Animation – Classical 6010 (2nd Semester)	71%	88%	77%	64%	63%	196
Animation – Classical 6010 (3rd & 4th Semester)	48%	62%	62%	33%	36%	180
Animation – Classical 6010 (5th + Semester)	71%	82%	71%	63%	59%	88
Illustration – Interpretive 6091 (2nd Semester)	79%	93%	84%	74%	67%	228
Illustration – Interpretive 6091 (3rd & 4th Semester)	74%	74%	65%	28%	40%	172
Illustration – Interpretive 6091 (5th + Semester)	52%	92%	82%	67%	56%	156
Illustration – Tech & Scien 6191 (2nd Semester)	72%	90%	79%	56%	55%	116
Illustration – Tech & Scien 6191 (3rd & 4th Semester)	75%	100%	89%	66%	56%	36
Illustration – Tech & Scien 6191 (5th + Semester)	50%	60%	47%	40%	53%	60
Applied Photography 6210 (2nd Semester)	82%	98%	91%	68%	71%	176
Applied Photography 6210 (3rd & 4th Semester)	61%	81%	52%	52%	61%	124
Music Theatre – Performance 6320 (2nd Semester)	81%	100%	97%	52%	74%	124
Music Theatre – Performance 6320 (3rd & 4th Semester)	64%	100%	92%	33%	43%	84
Music Theatre – Performance 6320 (5th + Semester)	60%	100%	81%	8%	39%	52

APPENDIX 13 – Program – Semester Differences

PROGRAM (Semester)	KPI Satisfaction	Q14	Q26	Q44	Q45	Responses
Theatre Arts – Tech Production 6737 (2nd Semester)	83%	94%	94%	69%	75%	64
Theatre Arts – Tech Production 6737 (3rd & 4th Semester)	56%	85%	62%	39%	39%	52
Business – Human Resources A120 (3rd & 4th Semester)	70%	86%	76%	57%	61%	344
Business – Human Resources A120 (5th + Semester)	52%	81%	65%	23%	39%	104
Systems Analyst Co-op E060 (2nd Semester)	76%	95%	75%	70%	65%	160
Systems Analyst Co-op E060 (3rd & 4th Semester)	54%	64%	43%	53%	56%	244
Systems Analyst Co-op E060 (5th + Semester)	64%	69%	60%	69%	60%	168
Computer Science Technology E130 (2nd Semester)	80%	87%	83%	83%	70%	92
Computer Science Technology E130 (3rd & 4th Semester)	52%	63%	44%	50%	50%	64

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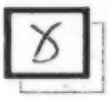

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